

OFFICE  
OF  
LOGISTICS

DRAFT

STEPS TO SUPERIOR SERVICE

Develop a support ethic.

Be positive. Don't make excuses or pass the buck.

Stress "can do" instead of "can't do."

Treat people as if they're special -- and mean it.

Develop a better understanding of your customer's needs.

Be sure you and the customer understand the facts.

Avoid making commitments w/no basis--or promises that can't be kept.

Give logical, realistic, credible, consistent reasons for actions.

Explain processes and variables that affect support timeframes.

Help your customer define exactly what's needed to start a project.

Help the customer develop requirements and plan steps in detail.

Avoid saying "send me a piece of paper" until you know it's needed.

Use visits or telephone calls instead of memos when you can.

~~★~~ - Give voluntary feedback on job status.

If you don't have answers, find them and get back to the customer.

Learn the authority required -- and additional information sources.

Tell the customer if unexpected complications arise -- and steps you're taking to eliminate or minimize them.

Communicate to resolve problems; don't "sit and stew on them."

Maintain friendly, informative contact.

Learn all you can to enable you to do your job better.