

Making Your Court The Happiest Place On Earth

How Can the Disney Principles of Magical Customer Service Be Applied In Our Offices/Courts

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Lesson one “Never Let ‘Backstage’ Onstage”

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“Never Let ‘Backstage’ Onstage”

**No one wants to see Cinderella
hanging out on the side of the castle
drinking a Diet Coke and smoking a
Cigarette !!**

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Lesson #1 The “Backstage” in JP Court

**Do these things happen in
customers view at your office/court?**

- Complaints about your Judge/Supervisor/Co-workers
- Gossip about a party the night before
- Snacking or eating breakfast/lunch at your desk
- Talking about personal or home life
- Jokes about other customers

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Lesson #1

How can you make sure the “**ILLUSION**”
is that you’re always “onstage” and
ready for customers?

Organized office

- Keep only present tasks out on desk
- Use in- boxes or put excess work in desk drawers
(**Illusion** that we run an efficient office)
- Don’t have piles of tickets to be entered where customers can see them
(**Illusion** that all we want are \$\$\$)
- Co-workers gossiping/complaining should not take place in front of customers
(**Illusion** that their case will not be kept confidential)

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Lesson Two

Its Never A Stupid Question
“What time is the 3:00 p.m. parade??”

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Lesson #2 – What does it feel like

Why do people ask such odd questions?

- They are nervous, unsure, frustrated or just plain MAD
 - De-escalate, talk calmly, allow some venting, reassure them, offer help they need, sympathize with situation,
- They do not have a clue how to file a case/answer/plea
 - Make them feel at ease and not “**stupid**” about their lack of knowledge
- They believe all judges are intimidating/mean/like Judge Judy
 - Unfortunately this is TRUE – HA !

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Lesson #2 How Can You Improve What It Feels/Looks Like In Your Office?

Be patient and kind-
Remember - they do not work with
this type of thing everyday like you do

- Help as best as you can
Offer assistance with information, forms, websites, pamphlets,
payment options
- Let them be confused or wrong with dignity
Try to imagine yourself in their position

You can always chuckle about it later ‘backstage’ with your co-workers!

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Lesson Three

“Its The Little Things That Add Up”

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Lesson #3 A Quality Or Feature That Is Extremely Impressive

- We don't have the resources or often the time to make **huge impressions** on everyone but it's the **small 'wows'** that make the public feel **HEARD**.
- Treat **every customer** the way you want to be treated yourself – **Do NOT** consider their appearance, hair, nails, cleanliness or lack of, etc.

They should ALWAYS walk out the door saying, “that wasn't so bad!”

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Lesson #3
What can you do to create these little WOWS?

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- FOCUS on the customer in front of you – they are your immediate concern
- Be able to answer the questions you might get accurately. It is okay to find someone else who knows the answer.
- Be responsive and in a **timely manner** - Return emails and phone calls quickly and accurately

If you notice a customer having an issue – **HELP THEM** –Without them having to ask for help

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Lesson four
“Have Fun Even If You Are Miserable”

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Lesson #4

Well, maybe not always 'fun' but don't take it out on the customer!

- Most people that come to our office need something that only our office can provide and is often part of something “**negative**” that happened to them.

-Traffic ticket, being sued, dangerous dog, etc

- You may have to give them disappointing news

-The fine is \$500, you have been evicted, autopsy results

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Lesson #4

How can you improve the “negatives” and turn them into “positives?”

- Smile, Smile, Smile at the customers
 - We KNOW we are all overworked and underpaid, but it is not the customers fault
- How do you feel about yourself at the end of the day
 - It feels much better to go home and share a story of something good you did during the day than to complain about the lousy customer / lazy co-worker
- Treat your customers / co-workers with:

R - E - S - P - E - C - T

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Lesson Five
“Don’t Be A Robot, Be Animated”

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Lesson #5
Don’t Be A Robot - Be Animated

What do you say over and over?

- Next.....
- Have a nice day.....
- Can you HOLD.....and not wait for them to answer
elevator music/silence on phone....seems like
forever.....and ever.....and ever

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Lesson #5 Some Simple Improvements

Eye contact and acknowledge each person-
Yes ma'am/sir or By name if known

- Next....Thank you for waiting-how may I assist you?
- Have a nice day Nice talking with you or Have a GREAT day / Hope day gets better
- Hold on..... May I place you on a brief hold (so I may finish w/the customer before you) (and **wait for response!**)

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Lesson #6 – Choose your “WORDS” wisely

The public doesn't
know the laws, legal
words, types of
cases and forms we
use everyday

**Use simple terms-not
“legal lingo”**

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Lesson #7 “It **IS** your **JOB**”

Why don't we go to
“Infinity and Beyond”?

- What causes the “it’s not my job” attitude?
 - You are overworked already
 - Lazy co-worker
 - Your job responsibilities are unclear
 - Only here for a paycheck

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Lesson # 7 - “Infinity and Beyond”

- I need to know how to pay my ticket – “I’m a civil clerk, I don’t do that.”
 - You need to react to it like that **IS** apart of your job. - “Let me get you to Suzi who handles most of our traffic cases”
- The ability to answer people’s questions is a “**big part**” of the customer feeling satisfied
- Turn “I don’t know” into “let me see if I can find an answer for you”

Ownership & pride in what **you** do reflects what your office does as whole
“**TEAMWORK**”

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Are we in Costume?



**No matter what you are wearing to the office that day –
you assume the responsibility of court clerk**

**So put on your cape and be the
“SUPER CLERK” we know you are !**

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Why does all of this matter so much

**Because We represent our Judges, our Counties and the
State of Texas**

We are the “HEROES” of Public Service !!!

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