



JPPF Customer service - Staff assignment template

This approach suggests starting with staff completing an assignment, giving them opportunity to demonstrate their knowledge and understanding of their responsibilities and customer service awareness.

This is supported with a template of questions below for the assignment along with access to a catalogue of supporting resources to read and video to watch.

You are encouraged to add anything that is of value for your own organisation.

From the opening statement, suggested assignment instructions and list of questions, you will need to customise your own assignment, ready to give to staff.

Opening statement:

As a short example consider:

“As a member of the justice system, all staff are public servants and quality customer service fulfils an integral response for service to the public.

This assignment gets you to think about your role and responsibilities and identify opportunities to deliver quality customer service.”

Insert assignment instructions:

Identify then customise what you want the participants to do for the assignment, e.g.

- Write down your initial responses to the questions
- Learn about NZ Ministry of Justice customer service policies and practices, by watching the video interview by *(insert name)*, a *(insert role)* from New Zealand, who talks about
- Learn about the practical day-to-day application of customer service by watching the video interview by *(insert name)*, a *(insert role)* from New Zealand Ministry of Justice
- Talk with your own colleagues, to gather their perspective and help shape your own
- Use the JPPF website resource catalogue for further reading and activities to help refine your initial responses
- Present and discuss your final responses with your manager
- Attend a customer service training workshop
- Complete an action plan for continued personal development

Why is customer service important to you and your organisation?

What policies or objectives does your organisation have that address customer service?
Please describe

Who are your customers?

List all your customers. Think about both internal and external relationships.
Describe the difference between customers and clients.
Consider whether you treat people differently and why.

What does good customer service look like?

Describe a time when you have received good customer service. Describe a time when you have received poor customer service.

Describe what made each interaction good/bad.

Identify the components of quality customer service?

List and describe the components of quality customer service. What communication skills and techniques can you use, what attitudes or behaviours or actions?

What opportunities do you have to model quality customer service?

Think about the different opportunities you have to provide customer service –over the phone, by emails, at the counter, while in court, in writing by correspondence, within the office, directly or indirectly.

List each interaction and the different customers, then describe what they need or want from you.

How do you know if you deliver quality customer service?

Have you received feedback? Do you seek feedback? Have you tried to copy some-one who is good?

After serving a customer, think about that interaction and reflect on how it went.
Describe what you can improve on.