



## COUNTY OF AMHERST

### Public Information Officer

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For Immediate Release

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### Customer Service Initiative

Amherst County is committed to improving its customer service! A special button has been created and will go live on the county homepage July 1<sup>st</sup>, 2019, for anyone to leave a rating and comment about their interaction with county employees. A link to the comment form is found below.

The comment form is simple, asking only three questions, one of which is a 5-point rating scale. It also provides a comment block for further explanation. The forms are collected daily and shared with department heads. The survey is completely anonymous.

The initiative was created by front line employees to motivate specifically identified customer service behaviors. It is through the public's feedback that we are able to see progression and instill an increased value in Amherst County local government. The survey form will also be useful to address negative behaviors, as well.

All citizens, employees, vendors, and suppliers are encouraged to use the survey to share their feedback.

[Amherst County Customer Service](#)

**CUSTOMER SERVICE BEHAVIORS**  
Enhancing Customer Service in Amherst County

**SMILE & GREET**

- Smile - in person & on the phone
- Make eye contact
- Use open body language-No crossed arms/bouncing of legs

**ENGAGE & AFFIRM**

- Full attention on your customer
- Be friendly, use names when possible
- Follow-up on casual information that you may know about your customer
- Invite & engage your customer in the conversation to understand the request

**LISTEN & RESPECT**

- Respect your customer: Stop, Listen, and Respond
- Affirm your customer's situation/issue/problem
- Ask questions when in doubt of clear understanding

**FOCUS & SOLVE**

- Focus on adding value by providing an answer even if it crosses another "lane"
- Make referrals to the appropriate office
- Provide Info: Phone number or Referral
- Take customers to the area to be introduced to the appropriate contact, when possible
- Ask "What else can I help you with?" prior to your customer exiting
- Be consistent in service

**FULFILL & THANK**

- Fulfill a promise - Do what you say
- Meet their request
- Leave a lasting impression

CUSTOMER SERVICE IS OUR PRIORITY

Additional information may be obtained from Tyler Creasy at [stcreasy@countyofamherst.com](mailto:stcreasy@countyofamherst.com) or (434) 946-9400.