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## ReStore Customer Service Culture

Contrary to popular belief, customer service is not something you do, words you say or actions you take. Customer service is a **mindset** – a way of viewing things and behaving that is applied to everything. In a retail environment, this mindset is the underpinning for all activities in the business; it forms the core of your ReStore's *culture*.

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1. We believe actions speak louder than words. No task worth doing is beneath any staff member or volunteer, especially those in management. Respect comes from shared experiences.
  2. We spend more time with our co-workers than we do with our family members. It is each person's obligation to make sure that time we spend with each other is enjoyable.
  3. Each staff member and volunteer fulfills an important role and is valued for their contribution, life skills/experience, perspective and opinion. Members would do most anything for each other and should never think, "That's not my job." This is nurtured by taking time to develop relationships with each person and setting a 'family business' type environment.
  4. We operate a business and as such believe in conducting ourselves professionally. We have people – both external and internal - that depend on us each and every day. We conduct ourselves skillfully, competently and dependably, to the high expectations of those we serve and to the high expectation level we place upon ourselves.
  5. We make a conscious, outward effort to be collaborative. We acknowledge and respect different opinions and perspectives of all colleagues and take them all into consideration in order to make informed decisions. We believe in including the affected parties in decision making to the fullest extent feasible; we reserve unilateral decision making only for extreme circumstances.
  6. We take our jobs and tasks seriously, but we don't take ourselves too seriously. We allow room for growth, exploration and lightheartedness, while keeping an eye on results. We expect to make a few mistakes; we admit to them when we do; we learn from them, share the lesson with others and move on.
  7. Conflict is unavoidable. We believe it should be addressed quickly, openly and honestly, preferably directly between/among those involved. Facilitation is available, if necessary, but meaningful long-term solutions are typically worked out best by those involved. When it comes to conflict, rank or position of those involved does not determine whom/what is right and legitimate power comes from fair, honest treatment of all involved.
  8. We recognize that "life" doesn't stop at our doors and our staff members have real needs and responsibilities outside of their work. We believe in working hard to accommodate schedules and situations to relieve the stress and worry in our people's lives, so they can focus on their jobs while they are here. We avoid "taking a hard line" as long as the person's functions can be covered and harmful patterns are not developing.

# Customer Service Guidelines

We know that customer service is a mindset but it's also a value. Along with thinking about exceptional service, we need to agree on how we outwardly express our commitment to customer service. The most effective way of doing this is to establish guidelines that address behavior and attitude. All staff members and volunteers should familiarize themselves with these guidelines and commit to adhering to them when interacting with the public.

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1. Every person is greeted when they walked into our ReStore. Staff and volunteers enthusiastically greet customers and donors by walking over to them, welcoming them and introducing themselves by their first name.
2. All shoppers and donors are thanked warmly and sincerely. We do not use the phrase 'Have a nice day' as we understand it is so overused and often said so insincerely that it has a negative connotation.
3. All staff members and volunteers answer customer questions over the telephone. Every question is treated with respect and a sincerely interest and effort toward helping the person calling.
4. All staff members and volunteers offer their name to the caller as well as when face-to-face with a customer and/or donor
5. Our staff and volunteers do not take out a bad mood or frustration on the customer or donor; we understand how critical a positive attitude is to customer service interactions and do not let something that upset us previously interfere with helping another person at our highest level.
6. Our ReStore has a sufficient presence with ReStore staff and volunteers on the floor so customers and donors can readily be assisted.
7. Our ReStore does not use its shortcomings (not enough staff, non-profit business; not enough resources, etc.) as a excuse to offer poor service. No business is able to do everything for every person; we understand our limitations and work hard at providing alternate solutions and options to customers/donors when we can't meet their specific request.
8. Our staff and volunteers look happy to work at the ReStore. We are proud of being part of Habitat for Humanity; we are perceived by others as *genuinely* enthusiastic and congenial.