

## The Hedgehog's 5 Points of Customer Service

1. Listen Purposefully
2. Go above and beyond
3. Offer More
4. Body Language Speaks Loudly
5. Smile and Acknowledge

1. Listen Purposefully
  - a. Eye Contact
  - b. Listen to hear, not to respond
  - c. Give full attention
  - d. Notice People – body language, emotions
  - e. Ask Questions
  - f. Speak clearly and be kind
2. Go Above and Beyond
  - a. Show, not tell
  - b. No pointing, walk with patron
  - c. Observe and Act
  - d. Offer help before they ask for it
  - e. Follow Up
3. Offer More
  - a. Wow-Factor
  - b. Offer extra help or resources
  - c. Find solutions –give other options
  - d. Be available
  - e. Share more about programs, resources, and upcoming events/services
  - f. Stand-by to be sure the patron gets the outcome needed
4. Body Language Speaks Loudly
  - a. Eye contact, smile
  - b. Stand with open pose (no arms crossed)
  - c. Cell phones away – not in use
  - d. Communicate through your stance, facial expressions, etc.
  - e. Be observant of others' body language
  - f. "Read the room" when dealing with patrons and their needs.
5. Smile and Acknowledge
  - a. Eye contact and smile when they enter library
  - b. Welcome those coming into library
  - c. Thank patrons for coming, as they leave
  - d. Let people know they are being seen/heard with acknowledgement through facial features or words