



Customer Service Week 2018



Every interaction is an opportunity to make a difference.

Five steps to Great Customer Service

- **R-E-S-P-E-C-T:** Treat everyone with respect! Courtesy, a smile, and undivided attention go a long way.
- **Acknowledge customers' concerns:** Let them know you understand their concerns and clearly identify the problem.
- **Teamwork makes the dream work!** If you're struggling with a customer's problem, ask for help.
- **Close the loop:** Did you answer every question? Refer the customer for more help? Follow-up on outcomes?
- **Never stop learning:** Learn about NYCHA's new systems and technologies; attend trainings; share info with co-workers.



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NYCHA's Core Values

- We **respect** NYCHA employees, residents, and stakeholders.
- We **operate efficiently** and sustainably.
- We are a **diverse and inclusive** community.
- We are a **collaborative workforce**, accountable to ourselves and our residents.
- We **create and maintain** safe environments for our residents and ourselves.