

Customer Service Evaluation and Solution

Business Problem

A property management company seeks customer-service training for primarily non-English speaking field staff (landscaping).

Solution

After an informal needs assessment, it is determined that landscaping staff do not need customer service training.

Due to the limited English-speaking skills of company's landscapers, the follow steps were implemented:

- Taught job-specific terms so that they can communicate at an acceptable minimum with clients
- Provided with a service request sheet (for client – home office communications)
- Re-implemented company guidelines on professional rules of conduct with clients.

Outcome

Improved customer interactions between landscaping department and clients.