Benefits of a Positive Service Attitude

From HDI Support Center Analyst

A Positive Service Attitude boosts customer satisfaction, service center productivity, and employee morale by:

- Giving the customer a positive impression of the support center
- Encouraging customer loyalty and repeat business by building a rapport with customers
- Setting an example for other support staff to follow; promoting exemplary behavior throughout the service center.
- Enhancing the quality of future contacts with the customer

Every day, you must make a conscious choice to have a positive attitude. As your stress levels rise, remember that only you can control your response to a situation. Make a conscious and deliberate choice to have a positive service attitude.

The RHS Golf Outing Registration Deadline is July 1st. Register here, by mail, by phone, or in person at the West Course Pro Shop. The $35 payment is due at the time of sign-up and includes 18 holes, a cart, breakfast, lunch, range balls, and goodie bag!

Take a walk over to Nisbet for lunch between 11 AM and 2PM! The Eat at State ON-THE-GO food truck will be there serving roast beef and eggs on a toasted bun with jack cheese, along with their normal menu items!

Be sure to order your tickets to the annual RHS Baseball Outing with the Lansing Lugnuts. The ticket order deadline is July 10th at 1:00 pm. Deliver order forms and $5 to Cathy Lugibihl in the basement of West Holmes Hall.

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