



# The Staff Scoop

JANUARY 2012

Next Meeting: No meeting in January!

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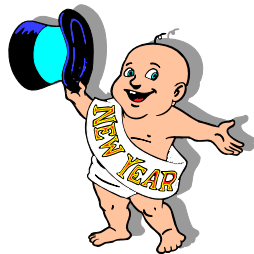
## IT'S A NEW BABY GIRL!



Mandy Hoadley has a precious new niece! Olivia Kate was born November 28<sup>th</sup> and weighed 6 lbs. 10 oz. "Big sister Ella Grace is so excited to meet her," shares Mandy. Congratulations to Mandy, Ella Grace, and their families on the new addition!

## THIS YEAR RESOLVE TO DO SOMETHING DIFFERENT

It's January again. Have you made your New Year's resolutions yet? Maybe this is the year to forget the boring, routine promises you won't keep, like going to the gym every day and calling your parents once a week. Try resolving to be more creative in 2012 with these resolutions:



**Keep a journal.** Spend a few minutes every day or so writing down your thoughts, feelings, dreams, and ambitions—not your daily schedule or your upcoming appointments. Let your mind wander; free-associate a little. You may be surprised at the ideas you generate.

**Read more.** Vary your reading habits and explore different topics. If you usually read novels, try a biography. If you read only history, try a book on modern-day science. You'll exercise your mind, and maybe find new connections between ideas.

**Learn something new.** Take a class in something unrelated to your job or your usual hobbies—art, auto mechanics, philosophy, etc. Mastering new skills can refresh your outlook on life.

**Meet new people.** Make a positive effort to make new friends this year (or professional contacts). Look for gatherings of people whose interests match yours, and network. The more people you know, the better equipped you are to learn and grow.

**Create something for the heck of it.** Paint a picture, write a poem, or start a garden—not because you'll get paid for it, but because you want to. You'll find satisfaction in achieving personal goals and motivation to keep trying new things.

**Volunteer.** Find a cause you support, and offer your time and service. You'll meet new people and enjoy the feeling of helping out with an important cause.

## WARM RECIPE FOR THE NEW YEAR

- 1 lb. lean ground beef
- ½ tsp. garlic salt
- ¼ tsp. garlic powder
- ¼ tsp. pepper
- 2 stalks celery, chopped
- 1-16 oz. can kidney beans, undrained
- ½ medium head cabbage, chopped
- 1-28 oz. can tomatoes, chopped
- 1 tomato can water
- 4 beef bouillon cubes



In a large pot, brown ground beef and drain. Add all remaining ingredients. Bring to a boil. Reduce heat and simmer for 1 hour.

## JANUARY BIRTHDAYS

- 6 Daniel Scalf
- Sunshine Wright
- 15 Karen Wright



## IT'S JUST PLAIN OLD COMMON SENSE...

YUP! That's exactly what it is, but as you and I know, common sense isn't all that common. All too often we hear horror stories of how folks have been treated, on the phone and in person.

Let's see how well you do with this simple little "common sense" I.Q. quiz from *The Telephone Doctor*. Enjoy and pass it around throughout your office. (And even outside your office!) Have fun, enjoy the quiz and good luck!

1. **"How can I help you?" is not necessary in the initial greeting after your name because:**
  - A. No one cares if you can help.
  - B. It will erase your name.
  - C. It's too many words.
2. **When I'm not able to help a customer, I should:**
  - A. Tell them honestly and thank them for their business and hang up.
  - B. Give whatever information I can, right or wrong. Wrong information is better than no information.
  - C. Advise the person help is on the way and get someone who can help.
3. **When I'm having a bad day, I should:**
  - A. Not bother coming into work.
  - B. Leave my troubles at the doorstep like the song says.
  - C. Tell all my co-workers my troubles to get it off my back.
4. **Chewing gum at work is:**
  - A. OK.
  - B. A bad breath refresher.
  - C. Downright rude and obnoxious. FUGETABOUTIT!
5. **A mirror at my desk will:**
  - A. Keep my ego in check.
  - B. Remind me to smile BEFORE I pick up the phone.
  - C. Give me bad luck if it breaks.
6. **Customer service skills are important because:**
  - A. Everyone needs a refresher.
  - B. Everyone is bad at it.
  - C. It's just common sense, isn't it?
7. **Internal customer service means:**
  - A. The IRS is coming.
  - B. The customer is giving me a stomach ache.
  - C. Treating my co-workers as customers.
8. **When leaving a voice mail message I should:**
  - A. Leave my phone number twice and slowly.
  - B. Leave a good clean joke to keep them smiling.
  - C. Not leave a message. Just call back till I reach them.
9. **Handling irate customers can be:**
  - A. Easy, I probably wasn't busy anyway.
  - B. The opportunity to give the company a second chance to make it right.
  - C. Fun. I finally get to yell back.
10. **Asking questions of the customer will:**
  - A. Aggravate them.
  - B. Show I'm interested in helping and that I'm being proactive.
  - C. Be considered being too nosy.

## I.Q. Quiz Answers

1. **Correct answer is B.**

Anything after your name...erases your name. And on initial greetings, your name is very important. You have answered the phone to help them. It's a given. Those words are best used after the greeting and within the conversation.

2. **Correct answer is C.**

Let your customer know help is on the way. That's the most important part.

3. **Correct answer is B.**

Don't bring your problems to the office.

4. **Correct answer is C.**

No gum at work – ever. End of subject. If you have bad breath – use mouthwash.

5. **Correct answer is B.**

The old Telephone Doctor adage “smile BEFORE you pick up the phone” is the way to make every phone call or customer contact a great one. Remember, it's hard to be rude when you're smiling.

6. **Correct answer is A.**

Everyone can use a brush up course. There's a great saying: “When you're through learning – you're through.” Never stop taking those little basic skill lessons you're offered. Even if you do know it all, look how good you'll feel about that!

7. **Correct answer is C.**

We need to treat our co-workers as well as we're going to treat our external customers. Remember: We are customers to each other. We sure don't need any internal conflicts between co-workers and departments.

8. **Correct answer is A.**

Voice mail was meant to take an effective message. Give details and speak conversationally so the person receiving the message will enjoy it. Leave your phone number twice and slowly. Make voice mail work for you, not against you.

9. **Correct answer is B.**

Getting a second chance is golden. And irate callers, while certainly not pleasant, can be the challenge of the day. And they can be satisfied.

10. **Correct answer is B.**

Good questioning skills are very important to excellent customer service. They help you be proactive.

### A SURPRISE CHRISTMAS GIFT

The day before Christmas, a young wife told her husband over breakfast, “Last night I dreamed you gave me a diamond necklace for Christmas!” And she smiled. “What do you think that means?”

Her husband grinned back. “Maybe you'll find out tomorrow.”

Christmas Day arrived, and the husband handed his wife a small box. “Merry Christmas, darling.”

The wife opened it. Inside the box was a book: *The Interpretation of Dreams*.



Hoping your holiday was a  
happy one and wishing all  
your dreams come true in the  
New Year!