



Industrial Technology Virtual Learning

CTE/Work Ethic

April 21th, 2020



Machine Technology 1

Work Ethic – “Who Cares?”

The Art of Customer Service

April 21th, 2020

Objective: Students who enter the manufacturing workforce must be taught the “ethics of work” in a way that relates to their personal lives as well as to the manufacturing environment that they will be a part of on a daily basis.

Bell Ringer

What is your favorite restaurant and store to shop at?
What makes you keep going back to that place?

Introduction

In this work ethic discussion, we will take a look at the issue of customer service in the workplace. I'm sure we all have stories of bad customer service on a variety of levels and hopefully some stories of outstanding customer service as well. Customer service can single handedly make or break your business.

Introduction Continued

On the front end of customer service, we should do everything in our power to provide a great product with great service and try to EXCEED the customers' expectations. On the back end, if things go wrong with the product or the service we have provided, we need to do everything in our power to “make things right” with our customers. Successful businesses are built off of these premises.

Introduction Continued

Don't think for a minute that the customer service provided by a welding or machining business doesn't really matter. If you think this, you couldn't be any more wrong. And for you welders and machinists doing the skilled labor, don't think for a minute that your role is anything less than huge. You are the one doing the skilled labor.

Introduction Continued

The front office people shouldn't have to deal with your poor quality work but they most certainly will when the phone rings with an unhappy customer on the other end. The responsibility of customer service is across the board, from the lowest employee to the highest. It is a mindset and a commitment to treating customers in the best manner possible! Wouldn't you want to be treated this way? Of course you would.

Resource

Here are the sites that have been provided for you.
These resources will better help guide you to answering the
questions for this lesson.

<https://www.youtube.com/watch?v=dnpmqQnt8WY>

http://customerservicezone.com/db/Customer_Service_By_Sector_Or_Industry/Manufacturing/

Additional Resources

More resources to guide you to answering the questions for this lesson.

<https://www.youtube.com/watch?v=GH1TXfQSwUQ>

<https://www.salesforce.com/blog/2017/04/trends-revolutionizing-manufacturing-service.html>

<https://www.rootstock.com/cloud-erp-blog/in-manufacturing-the-customer-is-always-right/>

Assignment

You will be writing a paper for this lesson. You are to write your thoughts to the following questions. 1 page typed is the format we will use. Proper spelling and punctuation are expected. All papers will be typed. No exceptions. You are to **freely give your opinion** even if your opinion disagrees with the teacher.

Make an effort and write a well thought out paper. In the real world of work you will be paid to give an excellent effort, each and every day. Marginal effort in the workforce results in you getting fired, your company suffering the consequences of your poor effort, and customers not getting what they deserve and paid for. So with that being said, start out with good work ethic on the papers you write.

Questions

1. Describe a time in life when you received poor customer service. Give the gory details and explain how it was resolved and how it made your feel.
2. Would you go back to that businesses from question number 1? Why or why not?

Questions

3. Describe a time in life when you received excellent customer service from the get go. Give the details.

4. Describe a time in your life when the service you received or the product you purchased was bad or faulty in which the company “made it right”.

Questions

5. The food industry is unique in that tips and gratuities are “expected” for waiters and waitresses? How do you feel about this issue? Does it rub you the wrong way, does entitlement find its way into this? Give me your thoughts.

6. Have you ever had to “make things right” or “cover” for someone else’s mistakes in the work place? Describe that incident.

Questions

7. Is the “customer always right”? Please explain your thoughts.

8. Name a couple of Independence businesses from which you have had exceptional customer service. It’s time to honor these folks!

Questions

9.) **Scenario:** As the owner of a welding/machining business, you are in the process of interviewing people for a welder/machinist position that you have open. You are filling a position that was vacated by a very talented and skilled worker who could handle the skills end of things but did not deal well with customers. Please write up an interview question/scenario that you will use in this round of interviews that will help make sure you are hiring someone who will have good customer service skills. *(Trust me, people tell you what you want to hear in many job interviews. The employee that was released said he had great customer service skills.)* Remember, you can't afford to have this happen again.

Questions

10. What is the “danger” for a business who is the “only game in town” when it comes to customer service? Why is competition good for businesses and for customers?