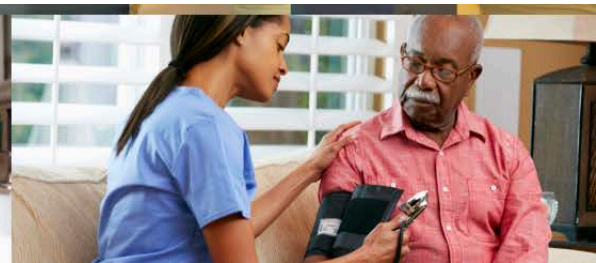
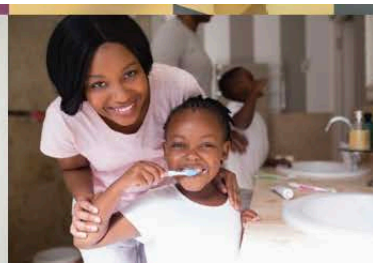
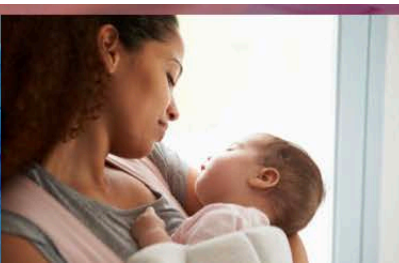




CUSTOMER SERVICE

**Ron Pringle, Special Assistant
Office of Customer Service/Office of the Secretary**



GOAL

Our Goal is to develop excellence in the provision of customer service at the Maryland Department of Health and throughout the State of Maryland.

Improvement to the way that MDH employees respond to customers, both external and internal, is a key focus of the Hogan Administration. Mandatory Customer Service training is expected of every State employee.

A GOVERNOR-LED INITIATIVE

Excellent Customer Service should be integrated into everything we do and to everyone we encounter, on a daily basis.

Therefore, **MDH CUSTOMERS INCLUDE:**

- ***EVERY PERSON***
- ***EVERY CONTACT***
- ***EVERY DAY***

Customer Service Promise

- Signs and reminders are placed strategically throughout MDH Headquarters, as well as, Offices and Facilities throughout the State.
- The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

Customer Service Promise (Continued)

Friendly and Courteous:

- SMILE
- SAY PLEASE AND THANK YOU
- CARE
- GIVE RESPECT

Customer Service Promise (Continued)

Friendly and Courteous (Continued):

- LISTEN!!!
- Be sincere and empathetic
- Give the kind of service to others that you would expect for yourself – MDH handles life and death level issues – What if it were you?
- Cannot depend on the day or your feelings!

Customer Service Promise (Continued)

Timely and Responsive:

- Timely response to customer inquiry
- Benefits you, in your own work productivity
- Even if you don't have an answer, respond immediately to let customer know issue is being addressed.

Customer Service Promise (Continued)

Accurate and Consistent:

- Recognize that we are not all subject matter experts
- Quickly forward the issue to the correct unit for assistance
- Customer Service Team processes for uniform consistency
- Telephones, Contact Us, HealthMD Email, Controlled Correspondence

Customer Service Promise (Continued)

Accessible and Convenient:

- Respond quickly
- Answer your phone
- Retrieve your voicemails
- Return emails regularly
- If you feel someone's been transferred too many times, take a message and forward appropriately.

Customer Service Promise (Continued)

Truthful and Transparent:

- Be honest with your limitations
- Do not make promises that cannot be fulfilled
- Give the customer realistic expectations

Something to think about...

“I’ve learned that people will forget what you said; people will forget what you did; but, people will never forget how you made them feel.” – *Maya Angelou*

If you ever need assistance in this area, feel free to contact me in the Office of the Secretary.

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