

Team Georgia. Service in Action.

Whose Job Is It to Make a Difference?

Have you ever wondered how "customer service" relates to your job? There are many ways you can make a difference for your customers, no matter what you do. Consider the story of Lorie Gann, one of this year's winners of the Governor's Customer Service Awards.

Lorie is a program assistant with the Department of Juvenile Justice in Carrollton. Her job description focuses on clerical duties, but Lorie sees her role in a broader sense – as an opportunity to serve troubled youth, assist staff in times of need and build positive relationships with the community to help her organization.

This past year, Lorie went "above and beyond" her job duties by reaching out to the local police department to help develop a staff training program. She found ways to speed up the paperwork process for incoming youth. And, she called on local businesses to support DJJ with donations of groceries, gift cards and clothing for less fortunate youth and families. Her team knows they can count on her, and visiting families make it a point to speak to Lorie because of her pleasant nature.

Lorie's story shows that **everyone can make a difference**. Whatever your specific role may be, YOU can have a positive impact through your actions and attitude.

Encourage yourself! "To make a difference for my customers, I will..."

- **Visualize being the best.** "What's my team doing well now? What would customers like us to do better? What can I do to take my service to the next level of excellence?"
- **Bring the best of myself.** "What am I good at? What am I passionate about? I will look for opportunities to apply my unique skills and interests to help my teammates and customers."
- **Take the initiative.** "When I have a bright idea for solving a problem, I will share it with my team and my Customer Service Champion. I will offer to step up to make it happen."
- **Serve in Action.** "If I feel strongly about something, I will get involved. I will make it MY job to make a difference!"

