

Quick Tips for High-Quality Customer Service

- Smile when talking to customers, even over the phone. When you smile, your tone of voice is more welcoming.
- When providing services to a customer in person, be aware of your body language and nonverbal communication and make eye contact.
- Address customers by their names to build rapport and show courtesy.
- The customer interview should be conversational and not scripted.
- Remain calm when a customer is upset. Respond respectfully and courteously.
- Engage in active listening by re-stating or paraphrasing what the customer has said to confirm you understand what he or she has told you.
- Serve all customers with respect and dignity. CCR&R is here to serve families, not judge them. Follow the “Golden Rule” – “Do unto others, as you would have them do unto you.”
- While we want to inform and educate families on early learning and child care options, too much information can be overwhelming. Be considerate of how much information is being provided.
- Customize information to meet the needs of the family, taking into account cultural sensitivity, language of parent, and reading level.
- Avoid jargon and acronyms to be sure the customer understands you.
- Ask if any additional assistance is needed. Provide your contact information and invite the customer to contact you if they have any questions in the future.
- Summarize the information that will be sent to the customer and ask if they wish for CCR&R to follow up regarding his or her services.

Adapted from

Office of Early Learning. (2018). *Child Care Resource and Referral reference guide*. Tallahassee, FL: Office of Early Learning.

Customer Service Monitoring Checklist

The following monitoring form can be used to evaluate your customer service skills.

Greeting	Yes	No	N/A
Do you:			
• Thank the client for contacting CCR&R?			
• Mention your name?			
• Offer assistance to the client?			

Handle Contact	Yes	No	N/A
Do you:			
• Ask for or confirm the client's name?			
• Ask for the client's contact information?			

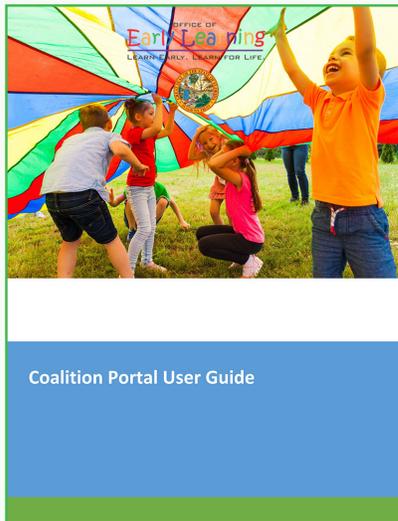
Solution Information	Yes	No	N/A
Do you:			
• Offer the most appropriate solution to to meet the client's needs?			
• Answer the client's questions correctly?			

Soft Skills	Yes	No	N/A
Do you:			
• Avoid long silences during the conversation?			
• Not interrupt or talk over the client?			
• Display a professional manner throughout the conversation?			
• Pro-actively add value throughout the conversation?			
• Communicate effectively and clearly (ie. speed, tone and volume)?			
• Refrain from using jargon throughout the conversation?			
• Use effective questioning skills?			
• Demonstrate active listening?			
• Adapt to the client?			

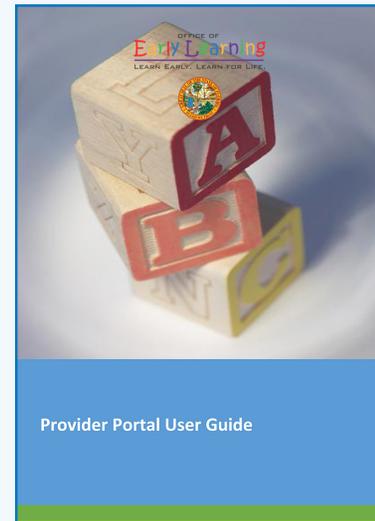
End Call	Yes	No	N/A
Do you:			
• Offer further assistance at the end of the conversation?			
• Close the conversation and invite client to call back if needed?			

The **Coalition Portal User Guide** and the **Provider Portal User Guide**, developed and maintained by the Office of Early Learning, provide complete and comprehensive instructions on how to use and navigate the Single Statewide Information System (EFS Mod) for coalition and provider users.

Coalition Portal User Guide



Provider Portal User Guide



The **Coalition Portal User Guide** includes:

- Information regarding the CCR&R intake process for generating child care listings and completing the CCR&R Family Intake Form.
- Details for assisting providers using the Provider Portal.
- Specifics for reviewing and processing submitted School Readiness and Voluntary Prekindergarten applications, etc. (Relevant to those who have a blended position.)

The **Provider Portal User Guide*** includes:

- Information for child care providers.
- A reference document to successfully navigate the Provider Portal and perform business processes (i.e., creating a provider portal account, managing sites, completing the provider profile, managing School Readiness and/or VPK contracts, etc.).

*NOTE: This guide can be accessed through the [Provider Portal](#), located on the provider dashboard.

Coalition users with **SharePoint access**, may locate the latest user guides by completing the following steps:

1. Go to Coalition Zone
- ↳ 2. Click on "Application & Data Services."
- ↳ 3. Click on "EFS Modernization Project Documents."
- ↳ 4. Select folder "Guidance and Training."
- ↳ 5. Then select "User Guides."

If you have questions about any of the materials in the user guides or about any processes not covered by the user guides, please speak with your supervisor and/or CCR&R coordinator. They may contact the Office of Early Learning Service Desk for further assistance.

There are many families who need financial assistance for child care and are either waiting for services or not eligible for services. Refer families to community resources that may free up funds in other areas of their budget and allow more money to go toward the cost of child care, such as:

- Cash assistance, including Temporary Assistance for Needy Families (TANF)
- Food assistance, including Supplemental Nutrition Assistance Program (SNAP), Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), and food banks
- Child support enforcement, including the Florida Department of Revenue's Child Support Services
- Housing assistance, including Low-Income Home Energy Assistance Program (LIHEAP), Florida Housing Search, and the U.S. Department of Housing and Urban Development (HUD)
- Reemployment assistance, including the Florida Department of Economic Opportunity's Division of Workforce
- SafeLink Wireless free cellphone program
- Social Security benefits for disability and/or survivor benefits
- Local organizations, churches and charities that offer assistance to families
- Tax credits and benefits for individuals and families

Adapted from

Office of Early Learning. (2018). *Child Care Resource and Referral reference guide*. Tallahassee, FL: Office of Early Learning.