National Customer Service Week: 2015

Every Day Heroes of Customer Service

Monday, October 5
Location: Municipal Service Building, 14th floor, Room 1450
Time: 12:00pm-1:00pm

Creating a Connected and Welcoming City through Customer Service

Chief Customer Service Officer Rosetta Carrington Lue will lay down the foundation for the City of Philadelphia's Customer Service Week. Lue will introduce the concept of Customer Service Week and discuss the importance of being customer focused and service oriented in all of the work that we do across city government. She will cover basic principles and strategies to help develop a culture of customer service.

Tuesday, October 6
Location: Municipal Service Building, 14th floor, Room 1450
Time: 12:00pm-1:00pm

Creating a Culture of Customer Service, The Ritz Carlton, Philadelphia

Darryll Adams, General Manager at The Ritz-Carlton Philadelphia, will define what a culture of service means. Adams will explain how The Ritz-Carlton, Philadelphia creates a seamless customer experience from beginning to end that resonates with their clients long after they leave The Ritz-Carlton, Philadelphia. The hotel and hospitality industry are experts in delivering outstanding customer service. Through the lens of the hospitality industry, we will examine how some of the practices used in hotel customer service can be translated to the public sector.

Wednesday, October 7
No Event

Thursday, October 8
Location: Municipal Service Building, 14th floor, Room 1450
Time: 12:00pm-1:00pm

Open Data: Serving the City of Philadelphia's Citizens, OIT

Stacey Mosley, Data Services Manager for the Office of Innovation and Technology, will give a general overview of open data – what it is and how it impacts the City of Philadelphia. She will talk about her role facilitating departments and agencies in the release of open data in addition to efforts to catalog and analyze the data that exists. Mosley will discuss the process that OIT uses to publish data and what online resources are available to the public and other city employees. She will then walk through examples of accessing and analyzing open data sets to demonstrate how it can be utilized by city agencies in their day to day efforts.

Friday, October 9
Location: Municipal Service Building, 14th floor, Room 1450
Time: 12:00pm-1:00pm

Where Social Media Fits into Your Customer Service Strategy, Reading Terminal

Layla El Tannir, Manager of Social Interactions, and Sarah Levitsky, Marketing & Special Events Manager, for Reading Terminal Market will present a workshop on how to define your customer service experience. They will share the process they used to define and implement the Reading Terminal Market experience as a framework for the workshop. Participants will gain tips on how to define the customer service experience they aim to create, have the opportunity to write and share a definition for their current role or for their department, and learn techniques on how to implement and reinforce it.