



# Walton County Tax Collector

## Project Team Expectations

### Team: Customer Service WOW!

**Leader: Patty Reihl**

**Sponsor: Lisa Henderson**

#### **Expectations:**

- Continuously look for opportunities to elevate the customer service experience for both internal and external customers. Looking for opportunities to listen to customers by asking the key questions of our customers (refer to Seth Godin blog). Evaluating our current customer feedback tools and looking for opportunities to improve.
- Ensure the continuity of customer service programs in place, such as the Veteran's Recognition Pins and Carwash Coupons, to maintain needed supplies, evaluate effectiveness, etc.
- Celebrate successes!

#### **Reporting:**

- Find one item a quarter to research and provide a follow-up report on. Report should include specific items reviewed, along with application to our office, as well as a recommendation on what action should occur next.
- Provide a brief monthly team status update to your sponsor in a written format to keep them apprised of current team activities.