#### **Customer Service Improvements**

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#### **Customer Service Improvements**

Defining Outstanding Customer Service

Improving Customer Service in Public Transportation



#### **Defining Outstanding Customer Service**

United Airline



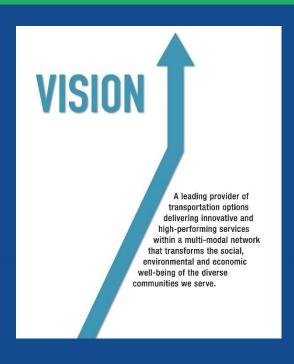
#### **Defining Outstanding Customer Service**

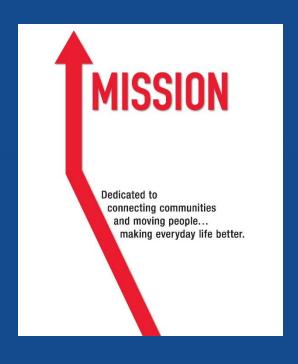
- Universal definition: service that exceeds your customer's expectations
- Five ways to provide outstanding customer service
  - Educate your employees
  - Seek opinions from your customers
  - Treat your best customers better
  - Admit mistakes, then make them right
  - Say "Thank you"

# Improving Customer Service in Public Transportation

- Empowering front line employees to better address customer concerns
- Recruit employees with a strong customer focus
- Constantly communicate the company expectations









# LEADERSHIP COMPETENCIES

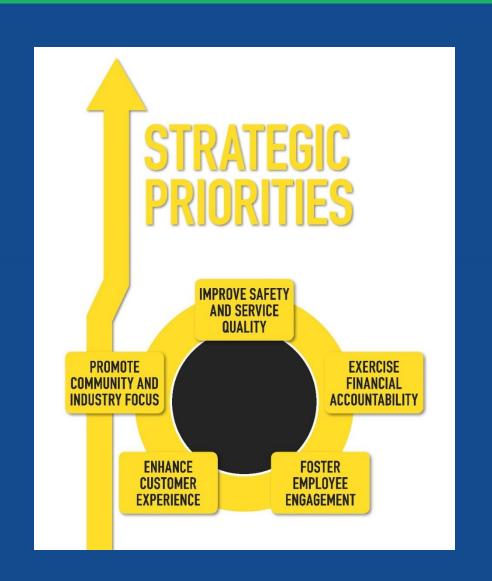
#### FIRST 5. EXECUTIVE LEADERSHIP TEAM

- Organizational Stewardship
- Building and Leading a High-Performing Team
- · Stakeholder Management
- Emotional Intelligence –
   "It's All About the People"
- Flexibility and Agility

#### SECOND 5: EXECUTIVE LEADERSHIP AND MANAGEMENT TEAMS

- Operational Excellence
- Coach, Motivate and Develop Employees
- Manage Employee Performance
- . Communicate and Inform
- Problem Solving









#### Thank you!

"Customers will forget what you said,
Forget what you did,
But customers will never forget
how you made them feel."

-Maya Angelou

