

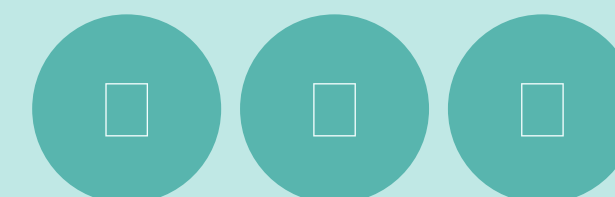


CINNAMON & HONEY





SOCIAL MODEL
RECOVERY SYSTEMS



UNCOMPROMISING SERVICE TO OTHERS

The foundation upon which healing and recovery are built

Mike Schaub

Senior Director of Community Relations

LEARNING OBJECTIVES

- 1 What is Customer Service
- 2 Identify the difference between internal and external customers
- 3 Explore techniques for delivering uncompromising customer service
- 4 Examine the impact of unsatisfactory customer service
- 5 Share techniques for helping customers with complaints
- 6 Identify ways to communicate effectively and respectfully with customers
- 7 Create strategies to change customer service culture

PROGRAM AND SERVICES

RESIDENTIAL

- River Community
- Mariposa
- Stepping Stones
- Omni Center
- Royal Palms
- Bimini

DAY TREATMENT & OUTPATIENT

- River Community Covina
- River Community Wellness Center
- Mid Valley Outpatient
- Pasadena Council on Alcoholism and Drug Dependence (AOD and FSP)

PROGRAM AND SERVICES

EDUCATION & PREVENTION

- United Coalition East Prevention Project (UCEPP)
- Refresh Spot
- Boyle Heights
- Education and Training

COMMUNITY BASED HOUSING

- Sabina
- Omni
- Cypress
- Paseo

ENDORPHINS & HUMOR

Laugh Your Way to Happiness

ENDORPHINS & HUMOR



**“I treat my plants like I treat my customers—
with plenty of care and respect.”**



ENDORPHINS & HUMOR

ENDORPHINS & HUMOR



“I’m feeling really uncomfortable in some of our customers’ shoes!”

I Miss The Old Days,
When Bills Didn't Have
My Name On Them.



ENDORPHINS
& HUMOR

ENDORPHINS & HUMOR



I'm not addicted to cocaine. I just
like the way it smells.

— *Richard Pryor* —

ENDORPHINS & HUMOR

**Establish
dominance with
your therapist by
making them cry
first**

WHAT IS CUSTOMER SERVICE?

- ▶ All interactions between a customer and a service provider at the time of delivery of service and thereafter.
- ▶ The provisions of service to customers before, during and after a purchase.



SERVICE

- ▶ The action of helping or doing work for someone; an act of helpful activity or aid

CUSTOMER

- ▶ Who are the recipients of our services?
- ▶ Who do we serve?
- ▶ Who are our stakeholders?



UNCOMPROMISING CUSTOMER SERVICE

- ▶ Being adamant, dedicated to please, and stubbornly unyielding about providing an experience and level of assistance that is rarely, if ever experienced anywhere else.

SIX BASIC NEEDS OF CUSTOMER SERVICE

Excellent customer service is a powerful tool that can significantly impact the treatment outcomes and overall experiences of those seeking help.





INFORMATION

- ▶ “Tell me – show me everything!”
- ▶ Customers need to be informed and educated about our services and they don’t want us to leave anything out!

FAIRNESS

- ▶ We all have a need to be treated fairly. Customers get very annoyed when they are subject to class distinctions. No one wants to be treated as if they fall into a certain category.





OPTIONS & ALTERNATIVES

- Customers need to feel that other avenues are available to getting what they want accomplished. They depend on us to be “in the know” and provide them with the “inside scoop”.



FRIENDLINESS

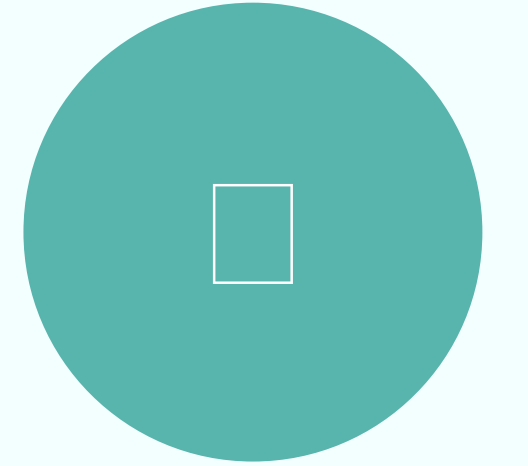
- ▶ The most basic of all customer needs usually associated with being greeted graciously and with warmth and sincerity.

UNDERSTANDING & EMPATHY

- ▶ Customers need to feel like we understand and appreciate their circumstances without being judged or criticized.



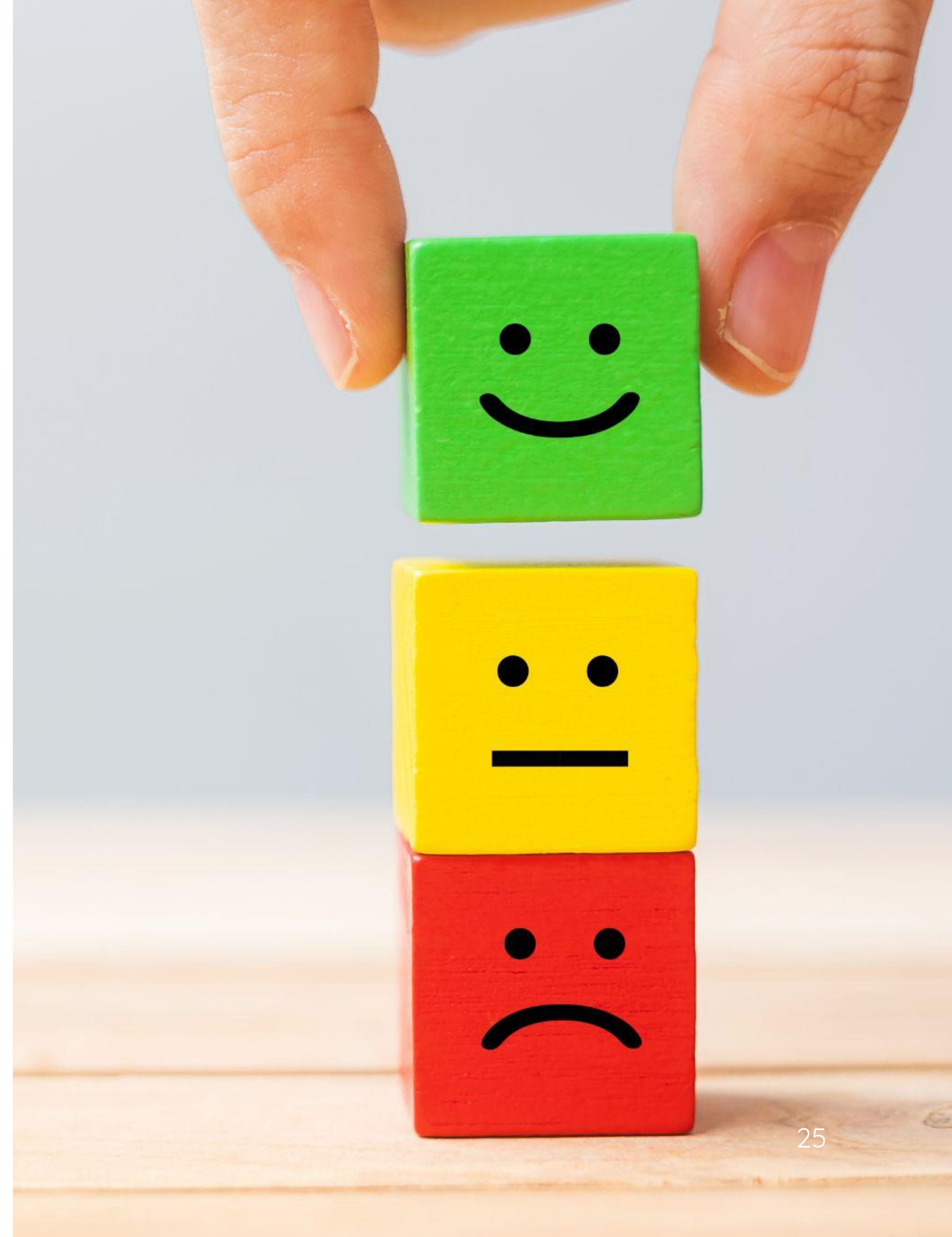
CONTROL



- ▶ Customers need to feel like they have an impact on the way things turn out. Our ability to meet this need comes from our own willingness to say “yes” much more than “no”. Customers don’t care about policies or rules; they want to deal with us and all of our reasonableness.

EXCEPTIONAL COMMUNICATION & UNCOMPROMISING CUSTOMER SUPPORT

- ▶ The Door Knob
- ▶ Have a “Thank God it’s Monday” attitude!
- ▶ Prepare yourself for exceptional communication to build rapport and create trust
- ▶ Give effective praise and genuine sincerity that generates motivation and enthusiasm



CORE BELIEF #1



We believe that everyone contributes to providing a safe and nurturing environment; we treat each other with consistency, predictability, and respect.

CORE BELIEF #2



Everyone is expected
to role model healthy
behaviors.

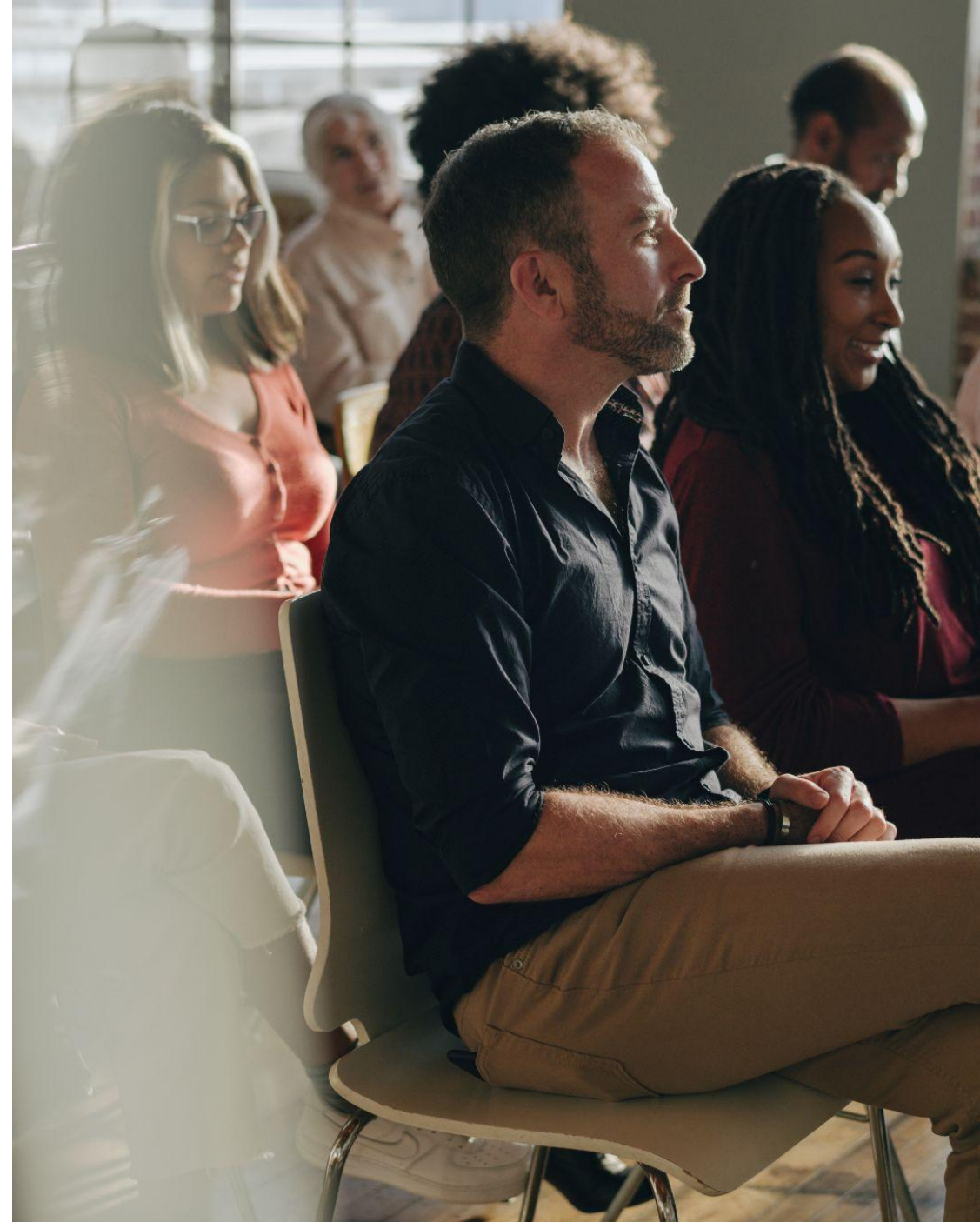
CORE BELIEF #11



We seek to create meaningful and mutually beneficial relationships with the community.



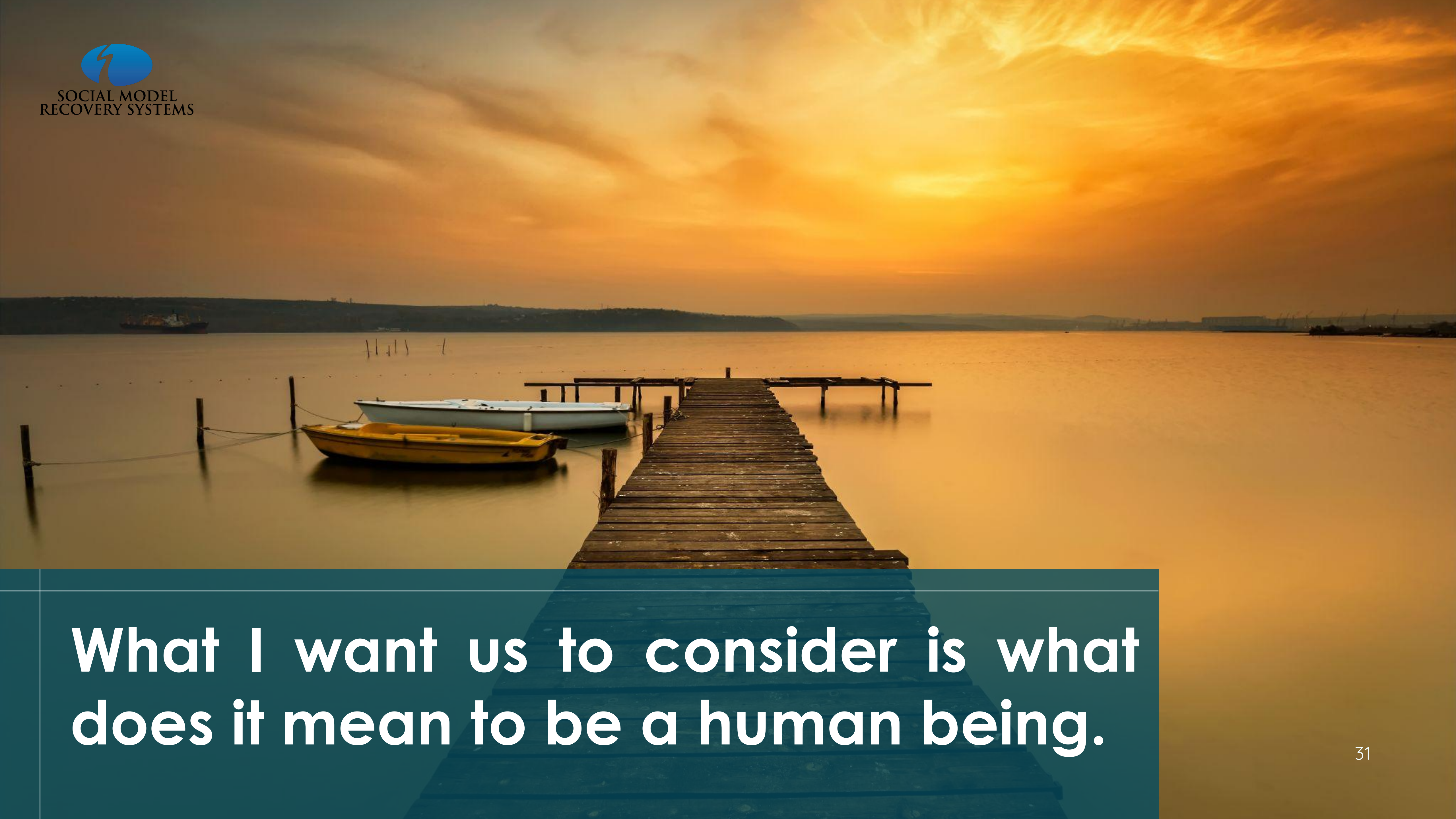
EXCEPTIONAL CUSTOMER SERVICE



Quotation

“Some people can consistently find the dark side of a rainbow and stare at it until they see no color at all!”

-Mike Schaub



**What I want us to consider is what
does it mean to be a human being.**

HOW DO WE LOVE THE THROUGH IT



FEELING LOVED...



SERVICES & SMILES



How do we feel when we receive **EXCEPTIONAL** customer service?

- ▶ **Special**
- ▶ **Loved**
- ▶ **Pleasant**
- ▶ **Energetic**

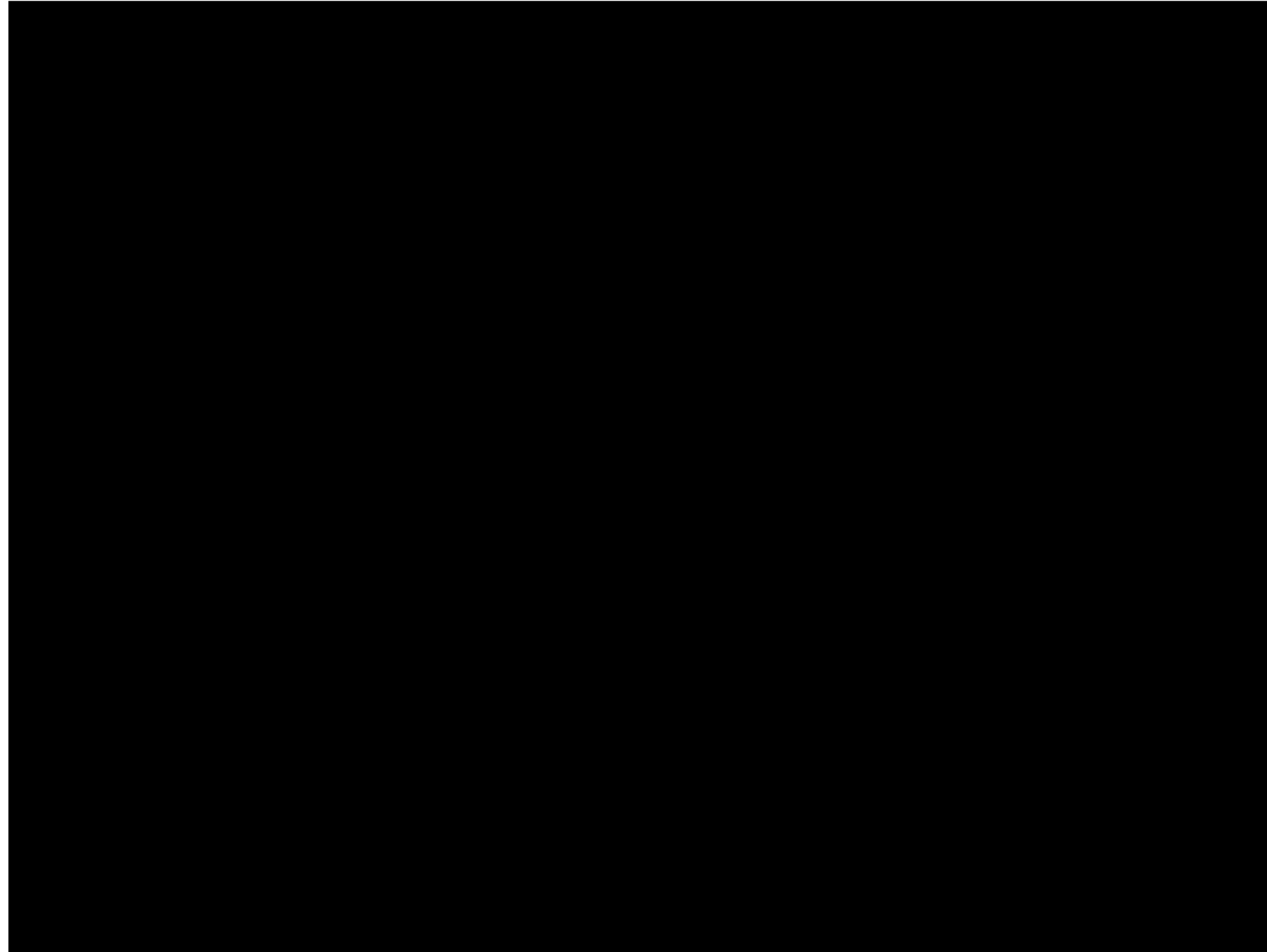
- ▶ **Blessed**
- ▶ **Loyal**
- ▶ **Happy**
- ▶ **Giving**
- ▶ **Unique**

- ▶ **Calm**
- ▶ **Important**
- ▶ **Validated**
- ▶ **Awesome**

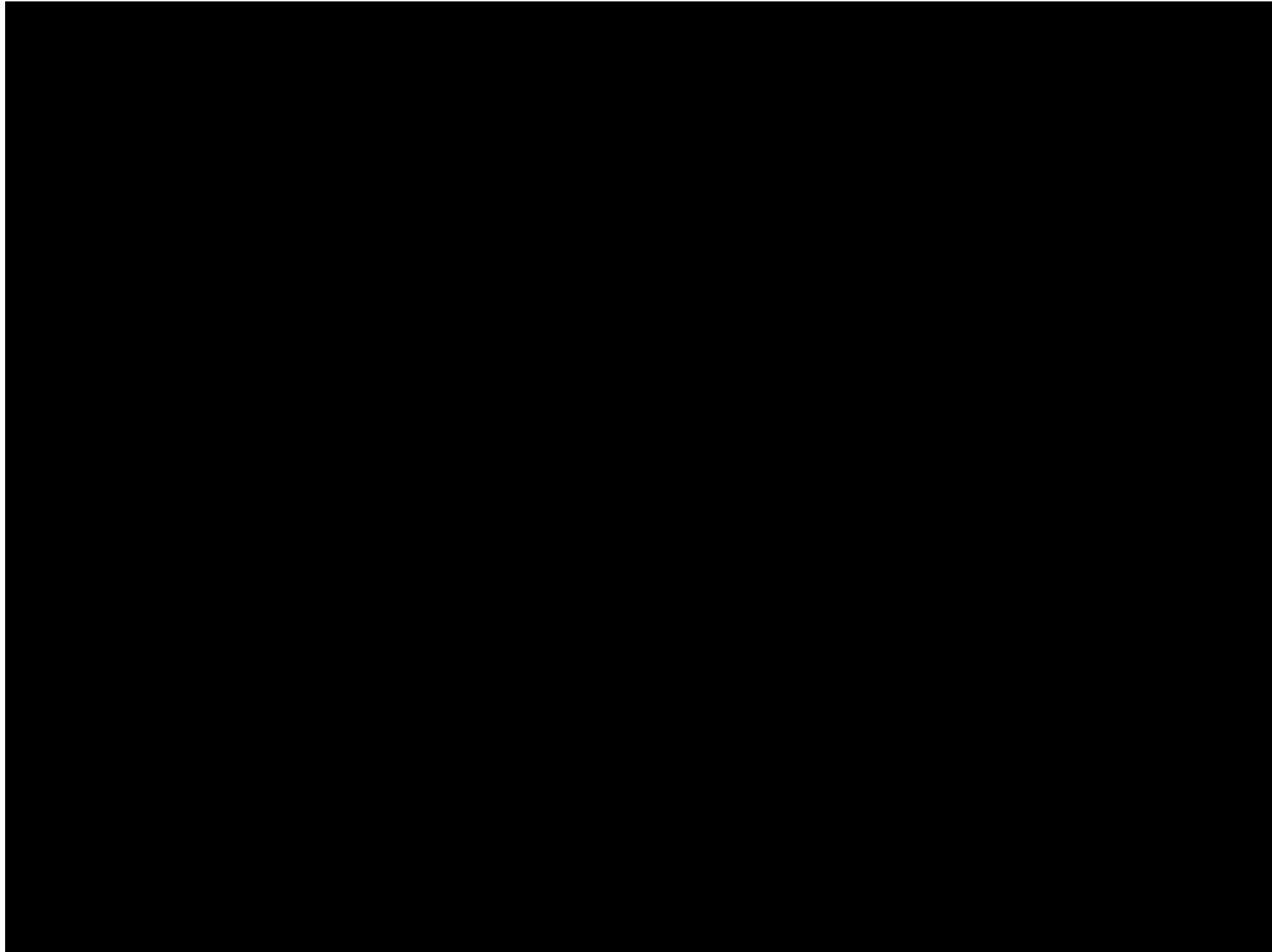
UNCOMPROMISING CUSTOMER SERVICE CHARACTERISTICS

- ▶ Honest
- ▶ Enthusiastic
- ▶ Confident
- ▶ Punctual
- ▶ Responsible
- ▶ Committed
- ▶ Attentive
- ▶ Versatile
- ▶ Efficient
- ▶ Logical
- ▶ Disciplined
- ▶ Keeps a sense of humor
- ▶ Patient
- ▶ Decisive
- ▶ Energetic
- ▶ Open-minded
- ▶ Courageous
- ▶ Valuable
- ▶ Focused
- ▶ Respectful
- ▶ Big thinker
- ▶ Maintains good habits
- ▶ Possesses good standards
- ▶ Has positive mindset
- ▶ Accountable
- ▶ Flexible

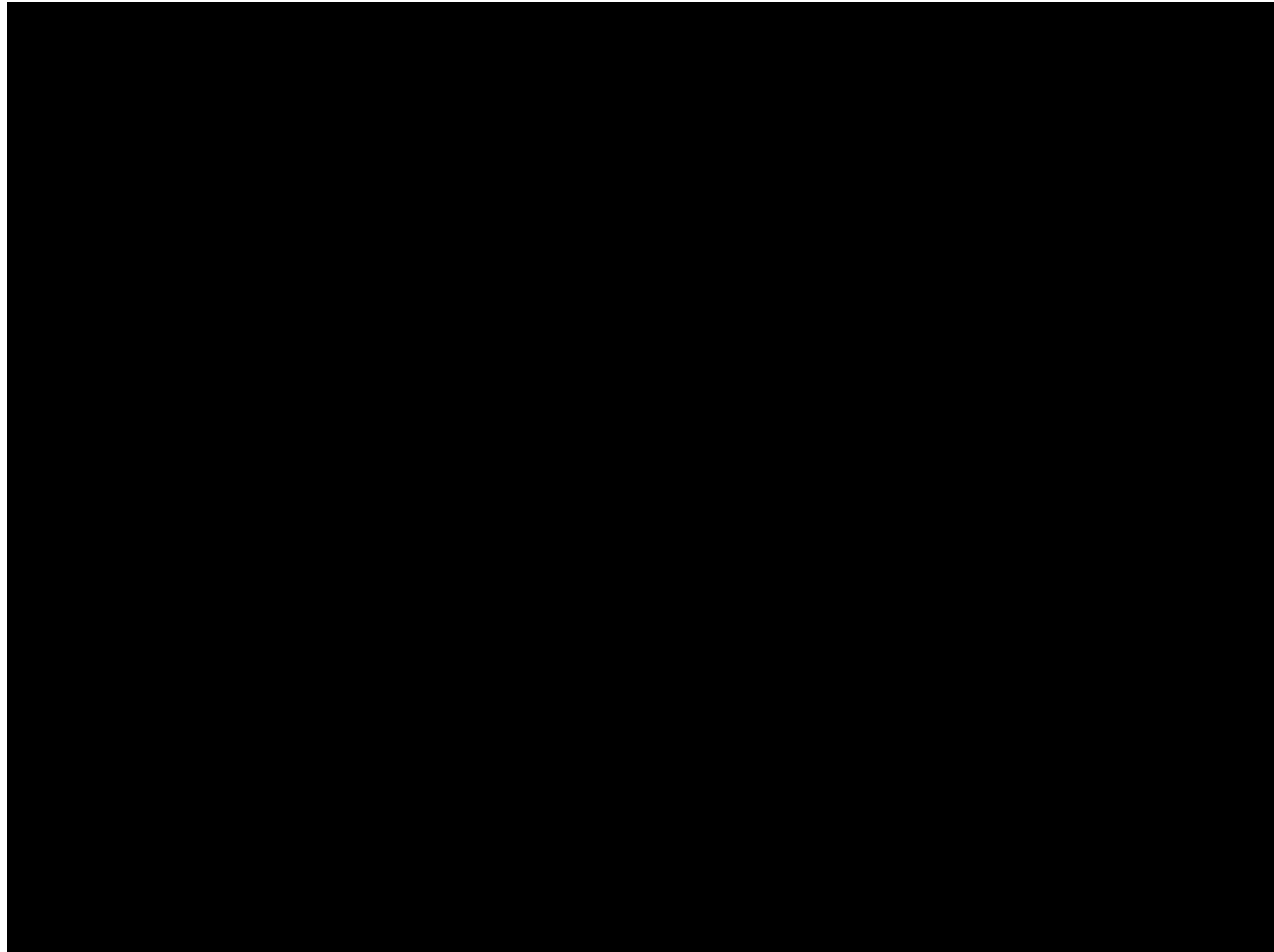
VIDEO



VIDEO



VIDEO



UNCOMPROMISING CUSTOMER SERVICE

Being adamant, dedicated to please, and stubbornly unyielding about providing an experience and level of assistance that is rarely, if ever experienced anywhere else.

CINNAMON & HONEY



Let it begin with me



THANK YOU!

Mike Schaub
Senior Director of Community
Relations



**SOCIAL MODEL
RECOVERY SYSTEMS**

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& Threads