



*Hope and health in the community*

**WELCOMING AND  
CUSTOMER SERVICES  
STRIVING FOR EXCELLENCE**

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***Customer Services Supervisor***

# Training Agenda

- For this training, we will focus on 3 main areas:

- Welcoming Training
- Customer Services Training
- Anti-Stigma

“Service is not what you do; it’s who you are.”

-Betsey Sanders

# Welcoming training

8/31/2023

# Welcoming...Striving for Excellence

Internalize these 5 items and you will achieve Welcoming Excellence!

Item 1

Attitude in Action – Be genuine, be yourself, be positive

Item 2

The Environment Around Us– The building might be old, but it can be clean, bright and open

# Welcoming...Striving for Excellence

Internalize these 5 items and you will achieve Welcoming Excellence

## Item 3

The Agency Words Set the Expectation – The Mission, Vision and Values of GHS require us to have a welcoming attitude and environment.

## Item 4

Your Words Set the Tone – A 'hello', your tone of voice, make all the difference

- How you approach a guest determines how they will act towards you
- Acknowledge everyone who comes in your area. If you can't say hello, then a polite gesture until you can converse with them in a pleasant tone

## Item 5

- Consumers Are People, Just Like You – How hard it is to seek us out and how easy to be turned away
  - **GHS Mission Statement**

- **Supporting recovery, prevention, health, and wellness of the body, the mind, and the community.**

# Welcoming...Fish Philosophy

*The Fish Philosophy is made up of 4 Principles:*

✓ *Choose Your Attitude*

✓ *Play*

✓ *Be There*

✓ *Make Their Day*



# Customer Services Overview

8/31/2023

# Customer Services...Striving for Excellence

Who

## The Who, What, Where, When and Why

The Customer Services Department is currently staffed by

- ✓ Senior Director
- ✓ A Supervisor
- ✓ Two Coordinators
- ✓ An Administrative Assistant
- ✓ A Senior Secretary
- ✓ Five Clerks (2 at CCIS)
- ✓ A Client Ombudsman

Most of all, customer service Excellence includes all of you.



# Customer Services...Striving for Excellence

What

## The Who, What, Where, When and Why

Customer Services at GHS has three core functions;

1. Collecting/resolving complaints
2. Resources
3. Groups

1a. Grievances: A grievance is any dissatisfaction a consumer has with their experience with the GHS network. A consumer can file a grievance anytime and we have 90 calendar days to resolve it.

# Customer Services...Striving for Excellence

What

## The Who, What, Where, When and Why

1.b. Customer Services Issues: Sometimes consumers just aren't sure how to go about asking for what they want or they don't understand what is going on with their services. These are not "dissatisfactions" but requests for assistance in navigating our system.

# Customer Services...Striving for Excellence

What

## The Who, What, Where, When and Why

2. Resources: As the “front door” of the network, Customer Services is regarded as the Resource Hub of the network. This means we are contacted by consumers, families, community partners, people wanting services, etc. People contact us in person, but most contact is by phone.

# Customer Services...Striving for Excellence

## What

## The Who, What, Where, When and Why

3. Groups: We offer a variety of groups for consumers. Our groups are for informational and educational purposes. Our group information, flyers, calendar, etc., are on our website, [www.genhs.org](http://www.genhs.org) or you can contact us in Customer Services for that information.
  - A. Mystery Shopper is a program that is designed to help staff to be the best we can be. At some point you may be shopped if so answer the question to the best of your ability if you aren't sure of the answer; referring to Customer Services is always a right answer. This is designed to be used as a teaching tool.

# Customer Services...Striving for Excellence

What

The Who, What, Where, When and Why

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### Sign up for a Group!

If you see a group or training that you're interested in attending, please call us or sign up below!

Note: Required fields are marked with a all others are optional.

Your Contact Information:

Email:  **Email is required.**

Name:  **Name is required.**

Telephone:

Your Feedback:

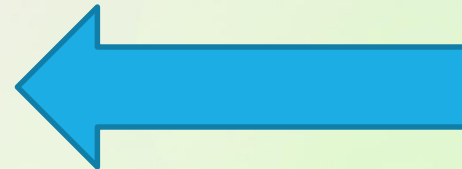
Message Body:

**Stress Management (Part of Recovery Group)**  
We'll help you stop!  
This group can be taken as part of Recovery Group or just by itself.

**The FISH Philosophy**

We believe in the FISH Philosophy. That means that every day, we want to Be There for you, Play to make work fun, Make Your Day, and Choose a great Attitude!

[Click here to find out more about the FISH Philosophy!](#)



- Where to sign up for a group online

# Customer Services...Striving for Excellence

## The Who, What, Where, When and Why

### Where

Customer Services is located at:

Genesee Health System

420 W. Fifth Ave, First Floor

Flint MI, 48503

### When

We are open Monday through Friday 8 am to 5 pm-we will accommodate consumers if alternate hours are needed

Phones: 810-257-3705

TTY 810-257-1346

[www.genhs.org](http://www.genhs.org)

# Customer Services...Striving for Excellence

## The Who, What, Where, When and Why

### Why

A Customer Service Department was mandated by MDCH for every CMH and PIHP. This was done because there was no formal process for consumers or their families to provide feedback, especially if they were unhappy about something.

# Anti-Stigma

8/31/2023



# Do You Know the Facts?

- Stigma is not just a matter of using the wrong word or action. Stigma is about disrespect. Stigma is a barrier. Fear of stigma, and the resulting discrimination, discourages individuals and their families from getting the help they need.