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| Presenter/s:  Sara McFarland, Joyce Neujahr | | Recorder:  Brandy Robben |
| Title/Topic:  Customer Service: Do You Have What It Takes | | |
| Cues/Important Points:  Levels of issues with patrons  Confrontational patrons  Experience  S.M.I.L.E. | Notes:  How to know if the situation is just an annoyance or dangerous.  How to handle situations when patrons are upset and angry  “How May I help you?”, smile, help patrons find what they are looking for.  S-Serve  M-Mirror  I-“I choose”  L-Lighten Up  E-Engage | |
| Summary:  This session provided me with tips on how to handle certain situations that occur in the library | | |
| Planned FOLLOW-UP Library Activity:  Go over these tips with my clerk to help be more friendly to students | | |