

The Customer is Always Right... Even When They Are Wrong

- 1) Basics of Customer Service
 - a) Listen to the client before responding
 - i) You are unlikely to be able to help all your customers effectively if you don't listen to their wishes.
 - b) Smile
 - i) This is the simplest and often the most powerful tip for customer service (and most other interpersonal interactions).
 - c) Always ensure what is meant before responding
 - i) Repeat the wants of your client in other terms
 - d) Be true to your words
 - i) Never promise what you cannot deliver
 - e) Be polite when speaking to the client
 - i) Obey the DbAD rule
- 2) When the submitter (client) comes to you:
 - a) Name/Onomastic
 - i) Ensure to ask appropriate questions of the client
 - (1) Time period
 - (2) Culture
 - (3) Accuracy and/or authenticity
 - b) Armory/Device and(or) Badge
 - i) Things to go over with the client
 - (1) Complexity
 - (2) Remind client the device is not their life story
 - (3) Rules and conflict checks
- 3) Make sure the client is able to do the work, you are not there to do it for them
 - a) Assist with appropriate sources
 - i) Articles

- ii) People who might have better insight if it is not your area of expertise
- 4) There are a few things to always remember no matter when you are dealing with a client:
- a) Nothing has to be period perfect
 - b) This is a hobby and should be fun
 - c) The Toyota rule:
 - i) If you want it, you got it!
 - d) We are the SCA:
 - i) C for Creative
 - ii) A for anachronism
- 5) Clients may get upset when you tell them that things will not work
- a) Ensure that you do not come from a place of superiority
 - b) Note above about this being a hobby and fun
 - c) Explain in simple terms why it will not work and make sure there is some kind of a solution to the issue