

THE CUSTOMER SERVICE EXPERTS



Date	Loc	Name
1/05	366	Arlene Jones-Garner
1/01	994	Greg DeBoy
1/14	994	Lori Abruzzo
1/08	103	Ruth Henry
1/09	503	Andrew Hernandez
1/24	581	Ryen Frey
1/31	786	Nicholas Rapport



We would like to thank the following employees for their continuous employment as part of the TCSE family.

Service	Loc	Name
1 Year	463	Braelynn Marron



“Act as if what you do makes a difference. It does.”

~William James

Get a Fresh Start this New Year!

A new year is a great time to look back on past events and set goals for the coming year. Our Commitment to Service Excellence goes beyond fulfilling daily operations and following our 3 Golden Guidelines. As a company we also make the commitment to uphold our 3 core values and use them to guide us through our goals.

Below are some tips to ensure that this year will be a success no matter what your individual goals are.

Be committed. You must think through what you want to change and commit yourself to the long-term process it usually takes to achieve change. Choose your own resolution and make sure this is something that you want to accomplish for yourself. Whether it is to be more consistent with greeting every guest within 10 feet or to improve on Daily Booth and Gift card paperwork when you attain your goal your team will benefit from your success as well.

Make a plan and write it down. Plan what you'd like to accomplish in 3 to 6 months. Set a goal to consistently follow all 3 Golden Guidelines with every customer and track your progress one day at a time. Achieving small goals over time gives you a sense of accomplishment and motivation to keep going.

Be prepared for setbacks and Try again. Everyone makes mistakes and gets off track sometimes. Don't let set backs keep you from achieving your goals. If you receive a less than perfect Secret Shop start with a positive approach and don't discourage yourself by dwelling on the negative. Plan ahead on how you will reach a higher score and put it into practice with the next customer.

Track your progress. Motivate yourself by celebrating your successes and by getting positive feedback from your manager and team. A good approach is to use your Comment Cards, Secret Shops, Reviews and Evaluations as tools to keep track of your progress.

Congratulate yourself. Reward yourself when your goals and resolutions are met. Involve your teammates and supports their efforts as well. Now that you have met your goal review your plan and find new motivation to increase your service expertise.

CUSTOMER AWARENESS KICK OFF!

This first quarter we would like to spark some excitement and invite all locations to join in on our Comment Card Contest.

To Play: All locations must fax in their customer comment cards complimenting any and all TCSE team members every week.

To Win: The location with the most number of comment cards wins. All employees at this location will win a \$20 gift card. The employee with the most individual comment cards will win a \$50 gift card.

Eligibility and Prize: All comment cards must be received by the corporate office by February 16th for consideration. Winners will be announced in the February newsletter.

Please see your Regional for further details

* Committed To A Higher Standard *

Comments??

Do you have any suggestions or comments about this newsletter? We are looking for feedback! Do you enjoy reading how to improve not only yourself, but the members of your staff as well? Do you have any stories to share with us? Did you visit another location and find yourself amazed at someone's customer service? We would like to know! Please email any information to Letticia@tcse.com – we want to hear your thoughts and opinions!

T.C.S.E

Management Team

President/CEO

Robert Wycoff

E-mail: rwycoff@tcse.com

Vice President/COO

Sara Mouissa

E-mail: sara@tcse.com

Regional Managers

Ruth Henry

E-mail: ruth@tcse.com

Olga Guzman

E-mail: olga@tcse.com

Office Manager

Rena Zmolek

E-mail: rena@tcse.com

Company Administrator

Letticia Perez

E-mail: letticia@tcse.com

MISSION

STATEMENT

Our mission is to be **The Customer Service Experts**. Our Goal as a company is to positively represent and effectively serve each property individually. We strive to provide our clients with a partnership that delivers superior service operations.



Take our Trivia challenge - How many answers can you get correct?

****Check out next month's newsletter for the answers****

1) **The largest Mall in the world as of 2007 is located where?**
a. China b. Philadelphia c. England d. Russia

2) **Which of these is the oldest Mall still in use?**
a. The Oxford Covered Market of England
b. The Grand Bazaar of Istanbul
c. The King of Prussia Mall of Philadelphia

3) **Which one of our Core Values is portrayed in this picture?**



a. Respect b. Sincerity
c. Dedication d. Pride

4) **Which one of these can you do to impress your customers?**

a. Use open body language
b. Smile
c. Use eye contact/focus on the customer
d. Thank the customer
e. Greet the customer

"We work on ourselves in order to help others, but also we help others in order to work on ourselves." ~ Pema Chodron

January is National Mentor's Month ~ Thank your Mentor's Day is January 22nd

Mentors are important members in our lives. They can be family members, teachers, coaches, friends and managers that provide support and guide you along the way. This years January book of the month is "The Element: How finding your passion changes everything" by Ken Robinson, Ph.D.

In his new book Ken Robinson addresses the country's need to find new ways of tapping into the full range of our human capabilities. He asserts that what we need to discover is the point where our natural abilities and personal passions meet – what he calls the Element.

Take a moment to reflect on your capabilities and how these are reflected in your Customer Service quality every day. Is your passion for providing excellent customer service what keeps you motivated at your work place?

Respect, Sincerity, Pride & Dedication are what drives TCSE's passion to be **The Customer Service Experts**. We thank and appreciate all of our employees for sharing our Passion each and every day.