



# OFFICE OF POLICY, PROCEDURES, AND TRAINING

James K. Whelan, Executive Deputy Commissioner

Adam Waitzman, Assistant Deputy Commissioner  
Office of Procedures

## POLICY BULLETIN #19-15-OPE

### INTRODUCTION OF A NEW FORM: CLIENT SERVICE TIPS (FIA-53C)

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| <p><b>Date:</b><br/>March 21, 2019</p> | <p><b>Subtopic(s):</b><br/>Eligibility, Employment</p>  |
|  | <p>The purpose of this policy bulletin is to inform Job Center and Non-Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff about a new form titled "CLIENT SERVICE TIPS" (FIA-53c). This policy bulletin is informational for all other staff.</p> <p>The purpose of this form is to promote better customer service. If a staff member has any questions, they should speak to their supervisors or contact the FIA Call Center.</p> <p>A sample of the new form is attached.</p> <p><i>Effective Immediately</i></p> <p><b>Related Item:</b></p> <p><a href="#">HRA-PB-2019-02</a></p> <p><b>Attachments:</b></p> <p><b>FIA-53c</b>                      CLIENT SERVICE TIPS (03/21/2019)</p> |

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298



## CLIENT SERVICE TIPS

**Smile:** Build excellent client relations by welcoming the client with a smile. A genuine smile means the same in all languages.

**Be Respectful:** Being respectful builds and sustains positive relationships. Greet the client appropriately. Be polite and courteous. Respect differences (global, cultural, gender, etc.). Making eye contact shows respect.

**Show Enthusiasm:** Maintain a positive attitude and show genuine interest. It is not necessary to act overly excited.

**Be Trustworthy:** Trust is the foundation for healthy personal and business relationships. Trustworthiness requires people to be consistent in their appearance, attitude, communication, and actions.

**Look, Listen, and Think Before You Speak:** Facial expressions combined with spoken words may reveal your true feelings and create either trust or mistrust.

**Use Personal Appearance (clothing/grooming), Attitude, Vocal Tone, and Words to Build a Rapport with Your Listening Audience:** All of these things affect a client's perception of you.

**Avoid Using Agency OR Technical Terminology when Communicating with Clients:** Clients may not be familiar with technical terms and FIA buzz-words. Use words the client can understand and explain agency-specific terms.

**Do not get Angry:** If a client is angry and begins to complain, let them vent. Most likely it is not a personal attack on you. Ask the client questions to show that you care. You might ask them to repeat the problem just to make sure you understand. Never do anything to make the situation worse.

**Thank Clients for their Understanding and Cooperation:** Saying thank you shows appreciation and encourages kindness.