

# Upcoming Events

Mark Your Calendar!

- November 2nd  
Daylight Savings Time Ends!  
Set clocks back one hour.



- November 4th  
Election Day



- November 5th  
Retirement Ceremony



- November 11th  
Veteran's Day



- November 27th  
Thanksgiving Day



## 12th Annual *Holiday Parade*

December 6th  
2:30pm  
Main Street  
Hattiesburg, MS



Parade Entry Forms  
Martha.Resavy@usm.edu  
601-266-5810

Association of Education Office Professionals  
118 College Drive #5067  
Hattiesburg, MS 39406-0001

Place Stamp  
Here

Postal Customer

# The Voice Newsletter

Special Edition

Editorial Staff  
Jewel Adams & Martha Resavy

November 2014 Volume 1

## Member Milestone Kathy Oliver



Ms. Kathy Oliver was born in Portland, Oregon. She received a Certificate in Office Systems Technology from Pearl River Community College.

She and Bobby have been married for 33 years. She is the mother of two children Dew Dewberry and Cissie Hurston and seven grandchildren. She now calls Mississippi her home along with their children and grandchildren. She is an active member of her church, Breath of Life Crusades, where she serves as organist and assistant secretary.

Kathy is retiring from Southern Miss after 16 years of service with the Department of Career Service. Her supervisor, Rusty Anderson, states, "she never meets a stranger and offers friendly and approachable demeanor each and every day. She has built friendships and professional relationships throughout campus."

As a member of AOP, Kathy served three terms as Treasurer, three terms as Vice President, and even served as Interim President when AOP needed her the most. She is a true inspiration to the organization.

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# Tips for Customer Service



Regardless of the type of contact that you have with customers, whether it is over the phone, face-to-face, in a restaurant or shop, in an office or financial institution, in the entertainment or tourist industries, good customer service skills help everybody. A happy, satisfied customer is likely to return and/or tell others about the good experiences that they had when dealing with your company – word of mouth recommendations from friends and colleagues are very valuable.

Smile. Smiles are contagious – usually when you smile at somebody they’ll smile back at you. Do not pretend to smile, or produce a false smile since these are easy to spot and send the wrong messages. Instead relax, gain eye-contact and smile naturally. This will help the customer or client to feel at ease and welcomed, and you’ll come across as friendly and approachable, setting the scene for a more positive interaction. If you are talking to somebody on the telephone then you can still smile – your voice sounds different when you smile and are happy. Clients and customers are more likely to want to talk to a cheerful person with an enthusiastic personality and by smiling while you talk you can help to project this.

Make the Customer Feel Welcome. Start positively with a warm, sincere welcome; but don’t overdo it! “Good Morning”, “Welcome”, “Thanks for stopping by” are all simple introductions and you can follow up with “How can I help”, “Are you looking for something in particular today” or some other appropriate comment to indicate that you are there to help and that you are happy to help. Continue communicating as appropriate, relax and be as natural as possible – if necessary steer the conversation around the product or service you want to sell. You don’t want to come across as being pushy or too complacent so try to be natural and avoid sounding as if you are reciting a page of scripted text.

Never complain to a customer about your organization, your day, how busy you are, the management, your colleagues or anything else that may lead the customer to develop negative feelings and lose interest in what you have to offer.

Listen. You are unlikely to be able to help all your customers effectively if you don’t listen to their needs. By not listening you can become very frustrating to the customer and may lose a sale or repeat visit. Listen to the customer’s needs, empathise and find the best solutions.

Learn Your Business – Be An Expert. If you are selling cars then learn the features and specifications of the models you have (and those of your competitors), if you work in a hotel learn about the business, how many rooms there are, the history of the building, when breakfast is served. If you work in a bank then learn the advantages and disadvantages of the various products you sell and which product suits which type of customer the best. Make sure that you know more about your business than the customer does, be able to answer questions about your business or organisation even if they are not related to your normal field of work. If you don’t know the answer to a question then say so, NEVER lie or make up an answer; if possible find somebody who does know the answer. Don’t be afraid to ask the customer/client questions that will give you a better understanding of their needs.

Be True to Your Word. Only ever offer a customer or client something that you are sure you can give them. It is better not to mention a delivery date and then deliver tomorrow than it is to say you’ll deliver tomorrow and then don’t. It is better to tell your hotel guests that the fire alarm system is being tested in the morning than let them find out for themselves. Stick to deadlines, make sure you turn up promptly for any appointments and never make promises you cannot keep. If situations change then let the customer know as soon as possible.

# Inspiration



## Still I Rise by Maya Angelou, 1928 - 2014

You may write me down in history  
With your bitter, twisted lies,  
You may trod me in the very dirt  
But still, like dust, I’ll rise.

Does my sassiness upset you?  
Why are you beset with gloom?  
‘Cause I walk like I’ve got oil wells  
Pumping in my living room.

Just like moons and like suns,  
With the certainty of tides,  
Just like hopes springing high,  
Still I’ll rise.

Did you want to see me broken?  
Bowed head and lowered eyes?  
Shoulders falling down like teardrops,  
Weakened by my soulful cries?

Does my haughtiness offend you?  
Don’t you take it awful hard  
‘Cause I laugh like I’ve got gold mines  
Diggin’ in my own backyard.



You may shoot me with your words,  
You may cut me with your eyes,  
You may kill me with your hatefulness,  
But still, like air, I’ll rise.

Does my sexiness upset you?  
Does it come as a surprise  
That I dance like I’ve got diamonds  
At the meeting of my thighs?

Out of the huts of history’s shame  
I rise  
Up from a past that’s rooted in pain  
I rise  
I’m a black ocean, leaping and wide,  
Welling and swelling I bear in the tide.

Leaving behind nights of terror and fear  
I rise  
Into a daybreak that’s wondrously clear  
I rise

Bringing the gifts that my ancestors gave,  
I am the dream and the hope of the slave.  
I rise  
I rise  
I rise.



The holidays are fast approaching. Take some time to look back on everything you did in 2014 and get ready to step into a brand new year of AOP inspiration. Speaking of stepping, here’s your chance to join the AOP Steppers and walk off some of that stress and pounds that you have added over the last twelve months. It’s easy to join and requires only a good pair of walking shoes. Walking is a great way to enjoy the natural beauty of Mississippi.

Call 601-266-5810 for more information and how you can step out in 2015!

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