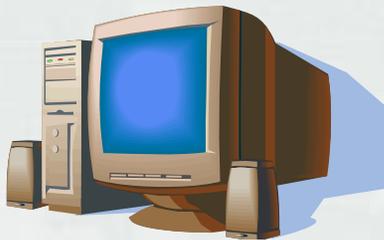


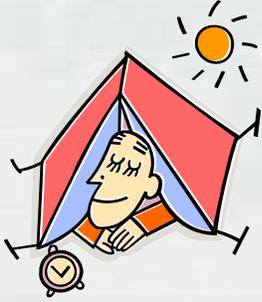


CUSTOMER SERVICE

TRAINING REVIEW



BUILDING STRONG®



Happy Campers Wanted



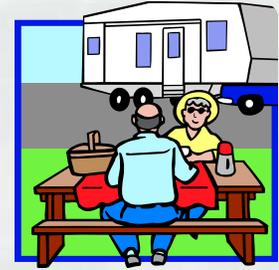
- Why customers quit your business
 - ▶ 1% Die
 - ▶ 3% Move Away
 - ▶ 5% Recommendation
 - ▶ 9% Competitive Reasons
 - ▶ 14% Product Dissatisfaction
 - BUT...
 - ▶ 68 % Leave Because of Poor Service



BUILDING STRONG®



Happy Campers Wanted



Of dissatisfied customers...

- 98% will not complain, they just leave.
- 95% will become loyal customers if their complaints are handled well and quickly.



BUILDING STRONG®

Customer Service Standards

- All dealings with the public shall be conducted in a professional manner that presents a positive image.
 - ▶ Gate Attendants shall NOT:
 - Discriminate against any customer for any reason. All customers should feel comfortable in our areas.
 - ▶ Gate Attendants shall:
 - Maintain a professional appearance.
 - Greet customers in a friendly, courteous, respectful, professional and appropriate manner in all situations.
 - Be responsive to and demonstrate a willingness to promptly help customers.

- Customers are a part of our job, not an interruption!



Complaints

- If a visitor wishes to complain you need to contact an on-duty park ranger immediately. **If one is not available give them the Ranger office number 541-506-7819 to contact a Ranger or Manager.**
- Good comments are also welcome!



Park Rules and Regulations

- Title 36 CFR
 - ▶ Be familiar with Title 36 rules and regulations, but DON'T enforce
 - Call a Park Ranger or Sheriffs office (after hours)
- Local Rules
 - ▶ Be familiar with local rules, but don't enforce



Guidelines for Park Rules and Regulations

1. Make **recommendations or suggestions** to visitors about rules and regulations
2. **Don't** enforce any rules or regulations
3. **Don't** make any promises that **you** can't keep
4. All we want is **compliance**



Gate Attendant shall notify a Ranger on duty IMMEDIATELY

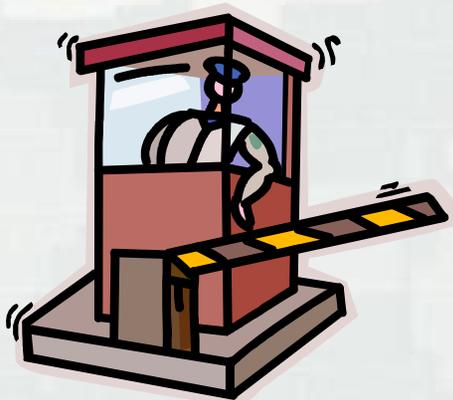
1. If any visitor or groups of visitors are unruly, noncompliant or the gate attendant feels the situation is unsafe
2. Of any Title 36 violations. This includes unsafe activity on the water or at the swim beach (reckless behavior, unattended children, etc.)
3. Of any accidents, police, fire or ambulance calls occurring in the park.



Security

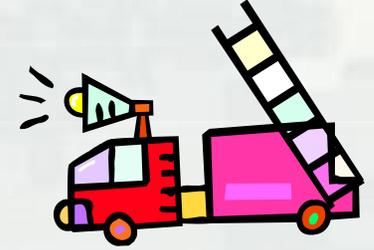


- Always keep gate house locked
- Do not let visitors (of any kind) in the gate house
- Keep all money secured at all times
- Don't discuss our fee collection procedures
- Don't misuse the computer
- Always set the alarm when you leave at night





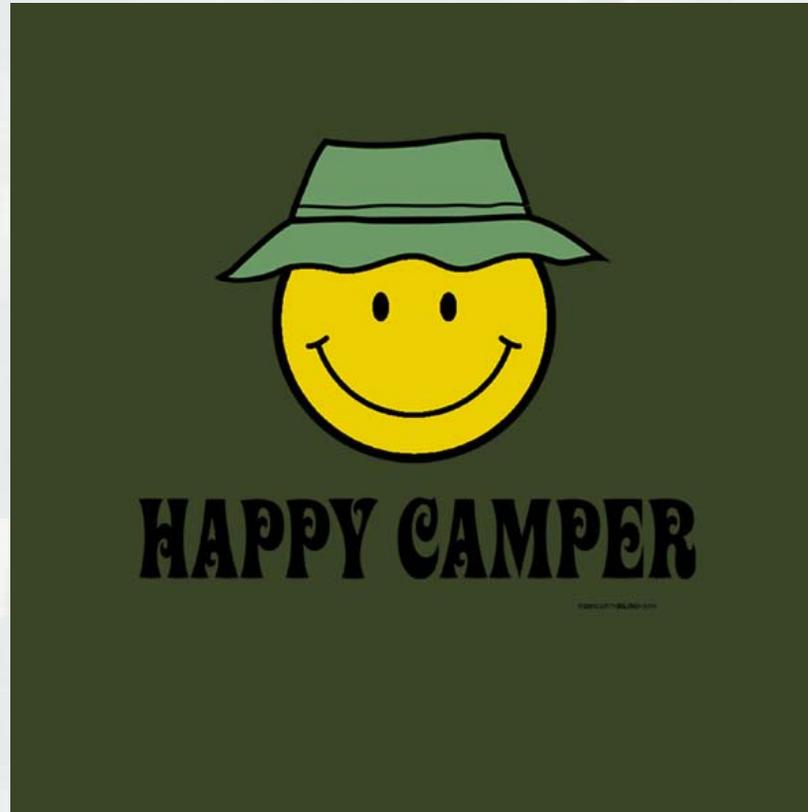
Emergencies



- In case of an emergency call 911 and/or Park Ranger
- Gather as much information as possible
- Stay in gate house unless told to do otherwise
- Standby for assistance
- Do not make any comments to the media at any time (refer them to the office)
- Assist emergency personnel by staying in the gate house (you will be given instructions if needed)



We Want Every Camper to Be A:



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