

Get That Job!

Getting Along with People on the Job

Customers

Once you have landed the job that you really want, you're not finished! You have to start developing relationships with people with whom you will be working every day. This process is not always easy because people have different attitudes, working styles, goals, and moods.

Remember, the customers, other employees, and the employer or boss may be different from you. In this publication, your relationship with each of these groups will be discussed separately because of their different roles in the organization.

Customers provide the money for your paycheck. Without them a business cannot survive. Below are some basic rules to follow when dealing with customers.

Rules To Remember When Dealing with Customers!

- ✓ Be polite, even when customers seem rude to you.
- ✓ Listen to the customer's concerns about the company's products or service.
- ✓ When a customer enters the store or business, approach him or her first to show that you are eager to help.
- ✓ If problems arise that you cannot handle, get the manager to help solve them without your seeming cowardly or afraid.
- ✓ Apologize to the customers who return broken merchandise or who are just dissatisfied with the product or your service. Help them resolve the problem—fill out appropriate papers, exchange merchandise, or return money.
- ✓ Don't show off or try to impress your fellow employees or the boss.
- ✓ Try to work out problems with other employees first before going to the supervisor.
- ✓ Take pride in the work you do.

Consider these examples: Mary works in a department store. She is always ready to help customers. She approaches them with a smile. She encourages customers to buy clothes that look good on them. One day she had a customer who was upset about merchandise that she had bought the day before.

Customer: “I did not know it, but this dress has a stain near the hem.”

Mary: “I am very sorry about that. Would you like to try on another dress?”

Customer: “How dare you ask me if I would like another one! No, I would like my money back. I would like to speak to the manager.”

Mary: “Yes, Mr. Jones will be glad to talk with you. In the meantime, I need you to help me fill out these forms while Mr. Jones is coming.”

Throughout the conversation with the customer, Mary did not agree or disagree with her nor did she accuse her of getting the stain on the dress. Her response was positive, which encourages the customer to return.

John works for a painting company. He always greets his customers with a smile and a handshake (if he knows them). He listens closely to what they want and he tries to make sure that he is getting the right products for his customers. One day a customer was angry because the bathroom color was a different color from the one shown on the color chart.

John agreed to give the customer enough paint to repaint his bathroom a lighter color. When he contacted the boss, he found out that the color used to paint the room was on the job work order. Nevertheless, the problem was corrected and the customer was happy with the result. In this particular case, the employee was right, but John did not accuse the customer of being wrong, which proved to save a lot of problems—and perhaps keep a good customer.

If the situation had involved greater quantities of paint, the solution would probably have been different. The paint identified in the contract would have to have been used. In dealing with customers, you must be humble while not allowing customers to bully you or not allowing the company to lose profit. You lose too much money when you continuously give away products.

Coworkers

In any type of job, you have to be able to get along with fellow employees. You must realize that not all people are the same as you might be or as you might want them to be. Employees must work together for the company to be successful and to solve problems that may arise. Here are some basic ways to work with fellow employees.

- Always treat coworkers as you would like to be treated.
- Never lie or spread gossip to get ahead or to get close to the boss.
- Respect the moods of your fellow employees. Everybody has a bad day once in awhile.
- Be polite.
- Try to get along with other employees. Be a team player.

For example: Mark works in a sawmill. He works with many other employees on various projects. He always has an outgoing personality and a caring attitude. He tries not to gossip or to invade the privacy of his fellow employees. In return, there is mutual respect among Mark and his coworkers. When workers try to gossip about others in the department, he says, “Look, I’m sorry, but I don’t gossip about people.”

Mary is an aide at the hospital. She works hard not to cause any problems with her coworkers. One day while she was trying to get the patients served, she yelled at the kitchen help, "Hurry up with my trays." Later she realized what she had done and apologized for her actions. The cook said, "It hurts our feelings when you yell at us. We are working as hard and as fast as we can. Thanks for apologizing."

While on the job, the atmosphere among all employees must be positive and cooperative. Teamwork is the key to getting a job done well. Working together gets the job done faster and better.

For example: Marie is a nurse's aide at a local hospital. Her immediate supervisors are the licensed vocational and registered nurses. If Mary is not busy and is asked to take blood pressure and temperatures by the nurses, she does so in a timely and orderly fashion. She does this because she knows that it is her job and that her patients' treatment is important. What would have happened to her relationship with the nurses if she had said, "That's your job"?

Employees must understand their roles in the organization. That's why it is important to know what your job is and what your boss expects when you begin a new job.

Fill out the form below. Mark the situations as the **Right Way** or the **Wrong Way**.

	RIGHT WAY	WRONG WAY
Mary is yelling back at an angry customer. _____		
John is teasing a coworker in front of customers. _____		
Doris is daydreaming and ignoring customers. _____		
Jose' is showing a customer the lawnmower that is the right size for his yard. _____		
Joyce is helping a customer pick out a belt that is too small just so she can make a sale. _____		
Bob is popping his gum while talking to a customer. _____		
Margaret speaks to everyone each morning as she goes to her desk. _____		
Johnny is helping the janitor fix the window in Johnny's office. _____		
Joseph tells a customer that he will finish helping him when he gets back from a break. _____		
Mary tells the customer, "Have a nice day." _____		

Boss

In any work environment, someone will always be in charge. This person may be called the boss, the manager, the crew chief, the supervisor, or the assistant manager. These are the people who are responsible for your performance while on the job. They are in charge of the immediate work area, and you work for and with them. In your relationship with your supervisor, remember the following:

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- The supervisor is in charge.
 - Do not be afraid to talk to the boss if you are having problems or need to ask questions.
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When you respect your supervisor and develop a close relationship with him or her, you are in a better position to get a good evaluation if you need to change jobs or want to be promoted. Remember, when you change jobs, your supervisor will be contacted to see how you performed on the job.

An understanding attitude, politeness, sincerity, and hard work will make the workplace a more pleasant place to be. In return, everyone will be eager to go to work. It is important that customers recognize a happy and a cooperative place of business so they will return. Management will notice how you behave on the job, too, and this could eventually lead to a promotion or to a pay raise.

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These materials were developed by Dorothy Taylor and Jeffrey J. Guidry of the Texas Agricultural Extension Service with a grant provided by Mississippi State University—Southern Rural Development Center.



HE-773

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UPS, 10M06, **New Dec 1998**, HE-773