Volunteer
Customer Service Training

FIRST LEGO LEAGUE JR.
FIRST LEGO LEAGUE
FIRST TECH CHALLENGE
FIRST ROBOTICS COMPETITION
Inspiring youth to become science & technology leaders & innovators, by engaging them in exciting, experiential, Mentor and project-based programs that teach science, technology, engineering, and math (STEM) skills, inspire innovation, and foster well-rounded life capabilities.
What is Customer Service?

Customer Service is how we provide inspiration, safety, support, and a positive experience to our customers.
Customer Service Inspiration

In line with the mission of FIRST, volunteers’ main goal when providing customer service should be “inspiration” which is often associated with Gracious Professionalism®.
Teams are our Customers!

• Volunteers are important role models for teams. They work together to help them throughout events.
• Gracious Professionalism sets the tone for events and provides a positive experience for our customers to be inspired.
Who else are our customers?

Anyone attending a FIRST event is a customer!

Students
Parents
Mentors/Coaches
Volunteers
Sponsors
Special Invited Guests
Spectators
Everyone!
Characteristics of Inspiring Customer Service:

- Gracious Professionalism
- Safety
- Patience
- Courtesy
- Assistance
- Attention to detail
- Teamwork
- Conflict Management
Gracious Professionalism®

“...Gracious professionalism is part of pursuing a meaningful life.”
– Woodie Flowers

- A way of doing things that encourages high-quality work, emphasizes the value of others, and respects individuals and the community.

- Gracious professionals learn and compete like crazy, but treat one another with respect and kindness in the process.

- Treat your competitors with respect and kindness
  - No chest thumping, tough talk or sticky sweet platitudes
  - Knowledge, competition, and empathy are comfortably blended
Be a safety role model!

» We are all responsible for ensuring safety at events.

» [Youth Protection Program (YPP) Policies](#)

» See something, say something
  » [Medical / Non-Medical](#) Incident Reports

» Always wear your safety glasses in the designated areas

* Helpful tip: Drink plenty of water & wear closed-toes shoes
Bring your Patience & Courtesy!

- Don’t forget your smiling face!
- Take a breath to alleviate a stressful situation
- The Golden Rule:
  - Treat others how you wish to be treated.
- *Please* and *Thank You* go a long way.
  - Be polite

* Helpful tip: Remember events can be stressful for everyone. A little compassion can go a long way.
Assistance & Attention to detail

• Practice good communication skills
  – Listen first
  – Use positive instead of negative statements
  – Be aware of words or phrases that may lead to a defensive reaction

• Diversity and Inclusion Professional Development (modules 1 – 3):
  – FIRST Strategies for Inspiring Success

* Helpful tip: Listen to what others have to say before expressing your opinion.
Teamwork makes the dream work!

- Collaborate with others
- Show Respect
- Build cohesion
- Problem Solve

- Share responsibility for tasks
- Foster a creative environment
Conflict Management

Stay CALM

1. Clarify
   – Identify the conflict

2. Ask
   – Discuss the situation in a respectful manner

3. Listen
   – Acknowledge that you’ve heard and understood

4. Move Forward
   – Identify solutions
   – Agree on an action to be taken

* Helpful tip: In stressful situations, we’re not seeing others at their best.
Volunteer Code of Conduct

• Exhibit *Gracious Professionalism* at all times.
• Ensure the safety of participants and other volunteers.
• Do not engage in any form of bullying, harassment, use of profane or insulting language, or any actual or threatened violence.
• Do not use drugs, alcohol, or tobacco products while performing volunteer duties.
• Adhere to all *FIRST* Youth Protection Program (YPP) policies.
• Report any unsafe behavior to event or local *FIRST* leadership.
Questions?

FIRST Volunteer Resources Department
Volunteer@firstinspires.org

FIRST Customer Service
1-800-871-8326
Customerbservice@firstinspires.org
Thank You…

… for your interest, passion and commitment to creating the next generation of leaders and innovators.