

# Administration and Customer Service

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# Course Outline

- Developing Budget
- Calendar for Completing a Project
- Assignment of Work
- Coordination of Team within Agency
- Treating the Customer with Respect
- Reporting on Outcomes

# Developing a Budget

- What is the goal? Objective?
- How are we going to accomplish it?
- How do we request / justify the funds?
- How can we show what was accomplished?
- Tracking the expenditures
- Reporting on the bottom line

# Calendar for Completing a Project

- Layout all the necessary tasks
- When does the work have to be completed by?
- What is the timeline of each step in the process?
- How soon can I be ready?
- Your reputation for administration will help bring quality bidders to your project

# Assignment of Work

- Who is available to perform the work?
- Can I share or trade with another department?
- Have I trained my staff?
- Have I set clear expectations and deadlines?
- Have I set clear communication channels and protocols?

# Coordination of Team within Agency

- Have I made staff assignments to help staff be successful?
- Can we cross-train and provide back-up?
- Are we giving and taking?
- Am I recognizing staff good work and skills?
- Am I setting the expectation and tone for success?  
(mini missions)

# Treating the Customer with Respect

- Notification and Communication are key
- Don't promise what we can't deliver
- Under Promise and Over Deliver
- Follow up and check in
- Keep in contact even if there is no updates
- Apologize if we make an error or don't meet their expectations
- Fix problems to retain customer loyalty

# Customers Take Time - Ours

- You can pay me now or pay me later
- We can't control a customer's behavior – we can only control our reaction to...
- Invest the time up front when we have more control and influence over the outcome
- Complaints and broadcasting of complaints to others can cause problems
- Great work and resolved complaints bring referrals

# Under-Promise and Over-Deliver

- If a task takes 6 days to complete and we tell a customer we will do it in 5, we look terrible.
- If we tell them we will do it in 30 and do it in 6, we look terrific!
- Set ourselves up for success and looking good
- Customers don't expect to receive excellent customer service from government; we can change paradigms!
- Allow time for those unpredictable things that always stop a scheduled job from completion.

# Reporting on Outcomes

- Determine what indicators or data is important
- Put that on people's dashboard
- Provide results in easy to understand language
- Show the effectiveness of the project
- Report on: costs, sites completed, average cost per site, trees retained, trees removed, trees planted, failures, delays, transitions or special materials, final cost, comparison to budget

# Summary

- Good administration sets the tone for the project (and our careers)
- Clear communication reduces: wrong expectations, incorrect information, and complaints
- Happy customers take less of our time – Pay me now or pay me later
- Show our success with clear reporting

# Conclusions

- Administration and Management are key to a successful project
- Everyone we work with is either a current or potential customer
- Treat our co-workers and customers with respect in the manner you want to be treated
- Taking care of a customer well provides an incredible feeling (for them) and is not expected
- Provide reports that demonstrate effectiveness

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