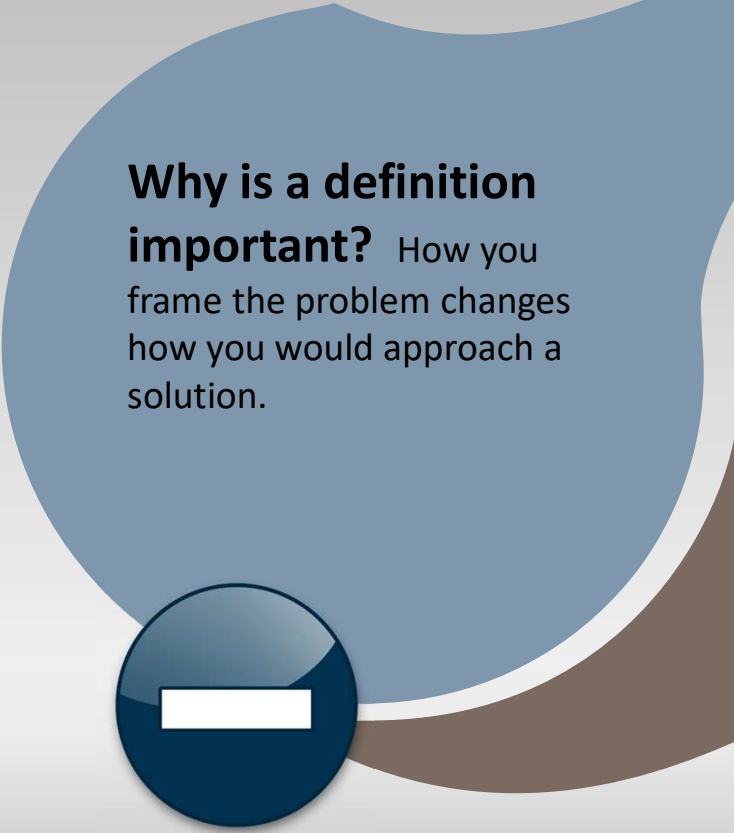
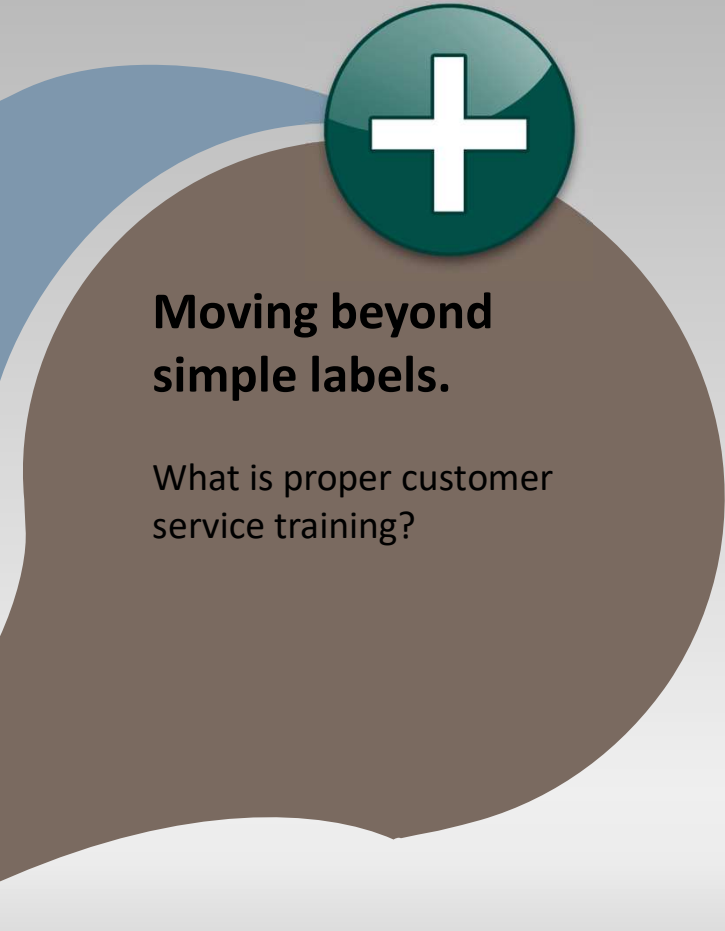




**CUSTOMER SERVICE**  
What does that mean to you?



**Why is a definition important?** How you frame the problem changes how you would approach a solution.



**Moving beyond simple labels.**

What is proper customer service training?

**WHY AM I HERE TO TALK ABOUT CUSTOMER SERVICE?**



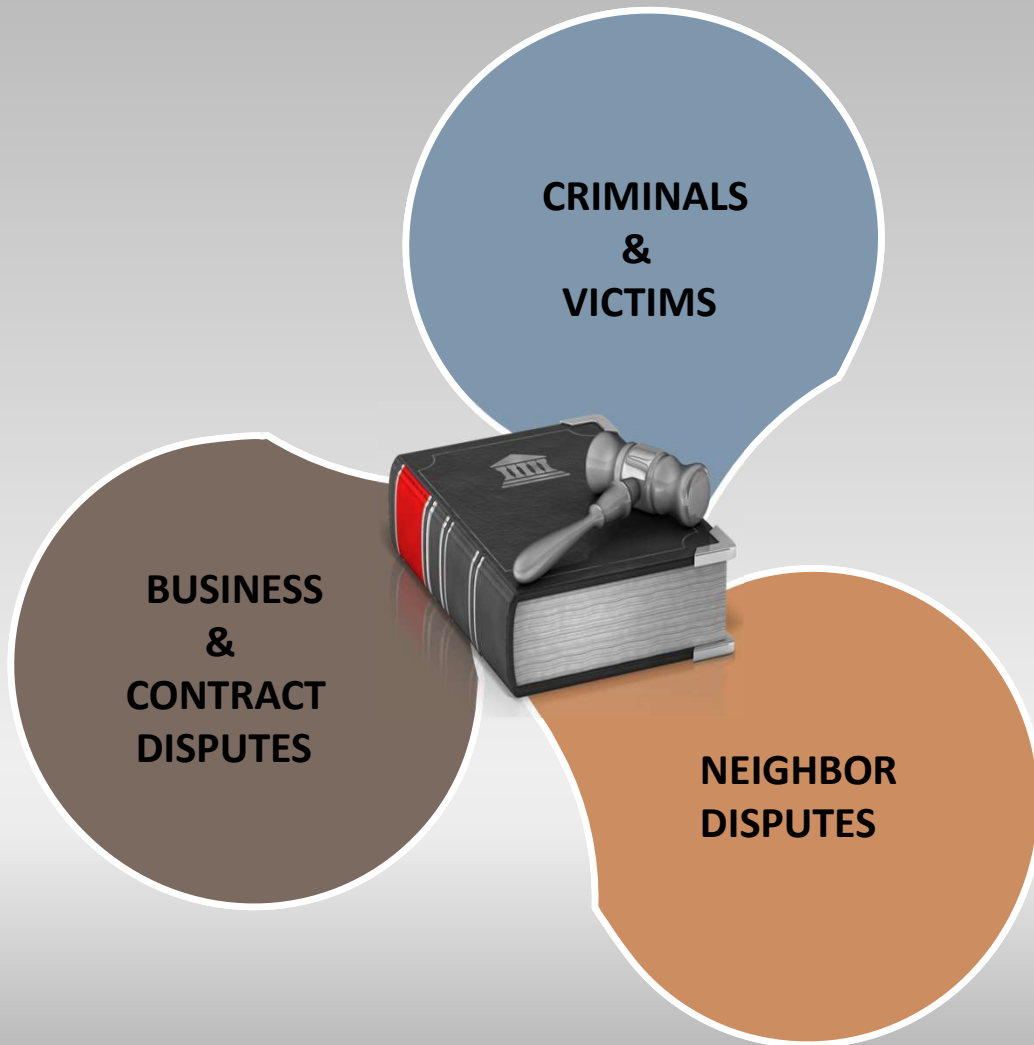


**EVERY GREENE COUNTY EMPLOYEE IS PROVIDING CUSTOMER SERVICE**

## ROLE OF THE JUDGE

The power and responsibility to set the tone in the courtroom and effect change rests with the judiciary.





## FROM THE BENCH

### JUDICIAL CUSTOMERS

How does the viewpoint of the judge change the courtroom experience?

Does the judge's perception of self change the interaction with defendants and attorneys?

These are just a few examples.



Employment



Level of Education



Homelessness

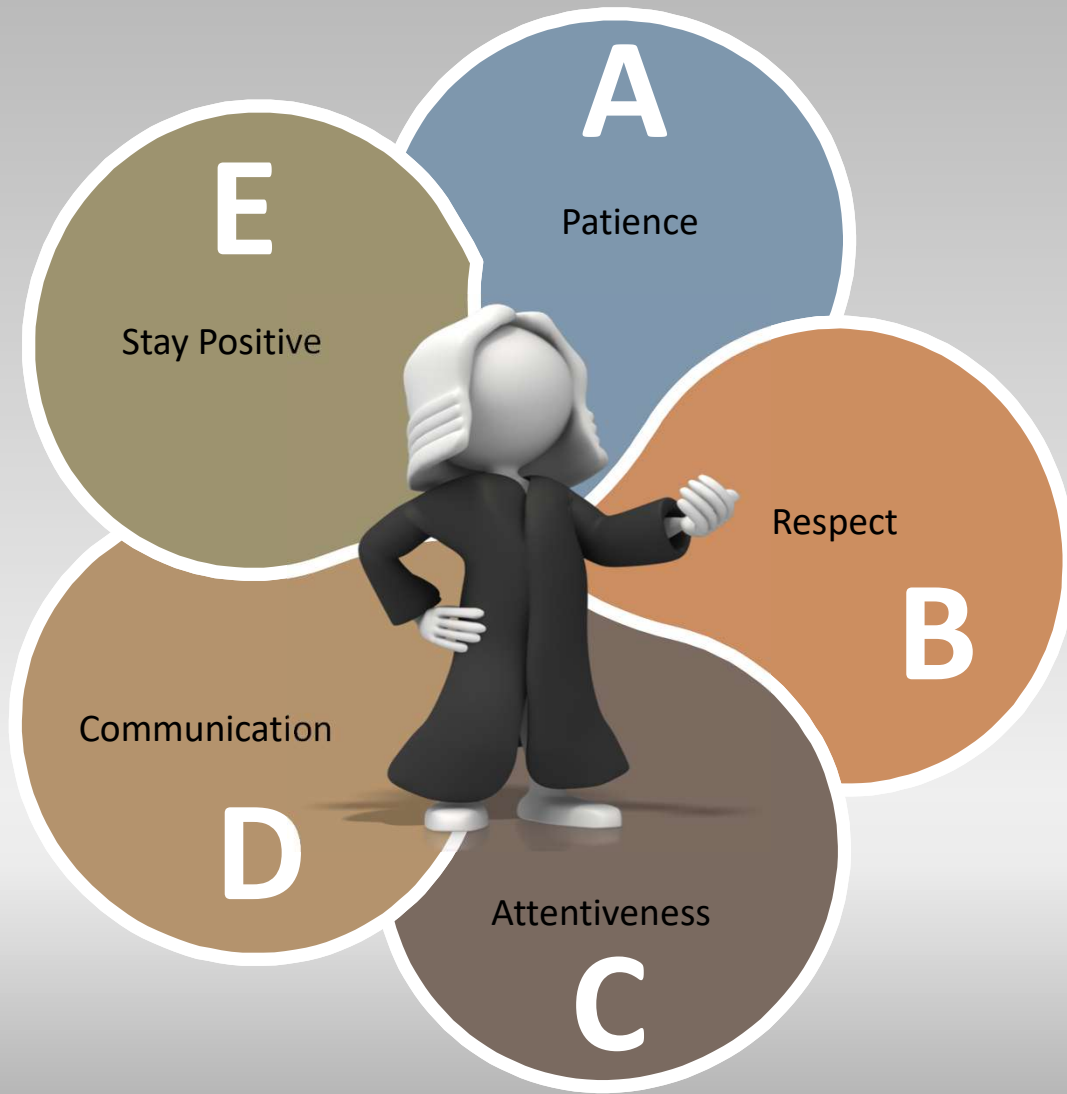


Health



Hidden Distress

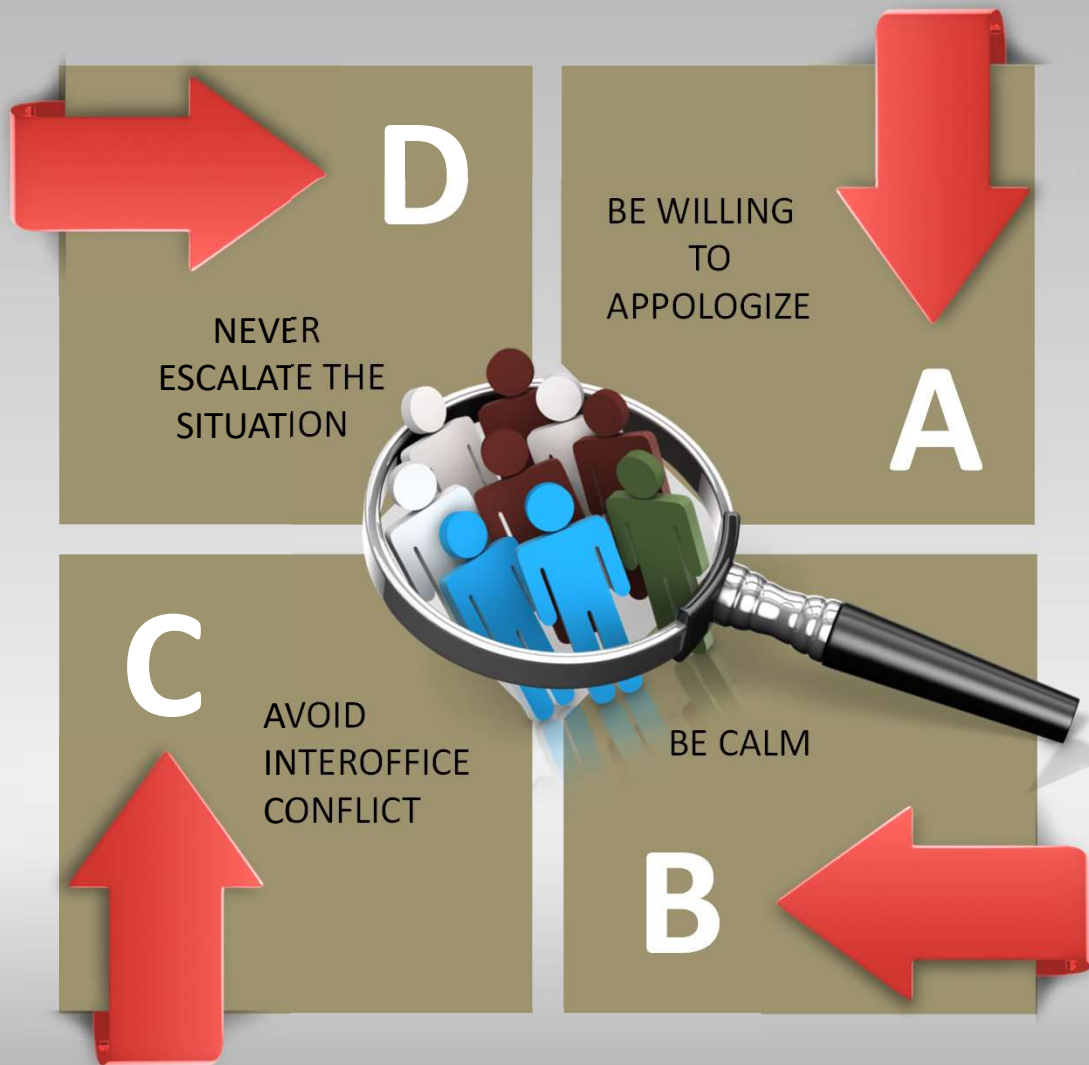
# SOCIOECONOMIC DIVERSITY



## SUGGESTIONS for Good Traits

You can make a conscious decision to provide good customer service each day.





## SHOULD WE JUST NOT TALK ABOUT IT?

Issues to think about during your day



REMEMBER WE ALL ARE IN THE CUSTOMER SERVICE BUSINESS

**PERSPECTIVE**



[Becky.Borthwick@courts.mo.gov](mailto:Becky.Borthwick@courts.mo.gov)

**JUDGE BECKY BORTHWICK**  
Associate Circuit Judge