



Volunteer Customer Service Training

FIRST
LEGO
LEAGUE JR.

FIRST
LEGO
LEAGUE

FIRST
TECH
CHALLENGE

FIRST
ROBOTICS
COMPETITION

FIRST[®] is...

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.

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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!



Characteristics of Inspiring Customer Service:

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

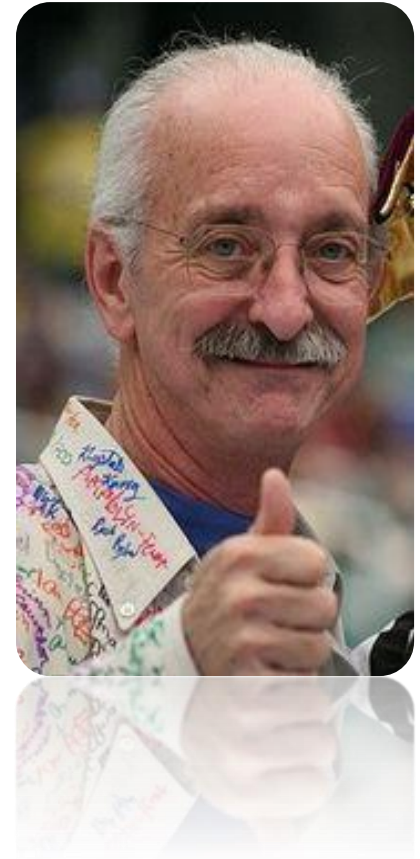


Gracious Professionalism ®

“...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

Customerservice@firstinspires.org

Thank You...



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