



Customer Service Corner

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By Barbara Llanos

Our goal at Legal Authority is for each client to get his or her dream job. We, as a team, often go “above and beyond” to do whatever we can do to achieve that goal! The role of Customer Service is to see to it that the process runs smoothly and that our clients get what they need when they need it. And, when the order is complete, and all the resumes and cover letters have been sent, Customer Service will make sure to quickly process any refunds that might be due.

A large part of my job satisfaction comes from when we are able to solve what a client might believe to be an “unsolvable” problem. Perhaps that person requested the wrong shipping address or a date for a cover letter that now needs to be changed. When we can resolve that issue—whatever it may be—it’s a truly wonderful feeling. Just to know that we have pleasantly surprised our customer or that we may have played a small part in helping him or her get that perfect job is great, truly great.

I recently had an experience with an attorney who was absolutely convinced that we would not be able to get him his resumes and cover letters before the weekend so that he would have time to send them out to fit his potential interview schedule. I was able to arrange a quick turnaround on the printing and overnight them to him so that he had them in his hands on Friday. As soon as I got the delivery receipt from the shipping company in my email Inbox (my “proof” that we had gotten him what he needed when he needed it), I called him at his office; it was 7:15 AM Pacific Time when I placed that call. He was thrilled that I had tracked his order and had made sure that his order was satisfactorily completed.

“Little victories” like that make this “corner” of Legal Authority Customer Service a great place to be!