


How can we change the perception of license offices and tax collectors in the state of Alabama?



# Current Perception

<https://youtu.be/0woPde7OE1k>



The video portrays these common perceptions:

- We have no sense of urgency
- We are too busy chatting with the person next to us

Other common complaints:

- We go on break when we see people with a lot of paperwork
- We just don't care

# Poor Customer Service



<https://youtu.be/owUJN-fSozc>

# Poor Customer Service

- Cell phones are a huge distraction
- We should save personal business for break or lunch
- Customer's top complaint of most rude gestures is getting to a window and the clerk is texting or talking on the phone

# Poor Customer Service



<https://www.youtube.com/watch?v=Yz3bDON9bNo>

# What can we do to change the perception?

- We are one of the few government offices that almost everyone in our county will need to come to.
- If each one of us set out to make a difference we could change the perception for the state of Alabama
- We could set the new standard for government offices everywhere

# What can we do to change the perception?

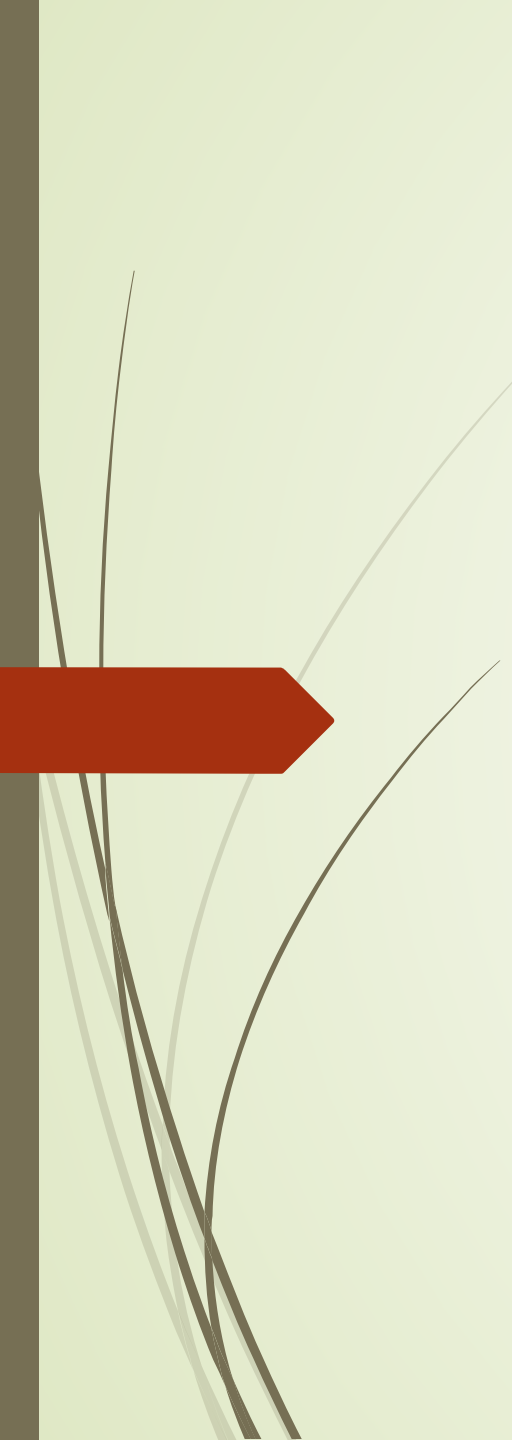
- Start with the small stuff. Come to work on time, lead by example, stop the gossip, and encourage your coworkers or employees.
- Start today with one person. Try to make one persons day better, and then grow from there.
- Let our offices be the example for everyone.



Small gestures go a long  
way!



<https://youtu.be/Tjng5StX68g>



The effects of kindness are not always seen immediately. Sometimes it takes years until your kindness will pay off, and is returned to you. And sometimes you never see the fruits of your labors, but they are there, deep inside of the soul of the one you touched.

*Dan Kelly*

Help our customers! Most of the time they truly just don't know.

<https://youtu.be/Hzgzim5m7oU>

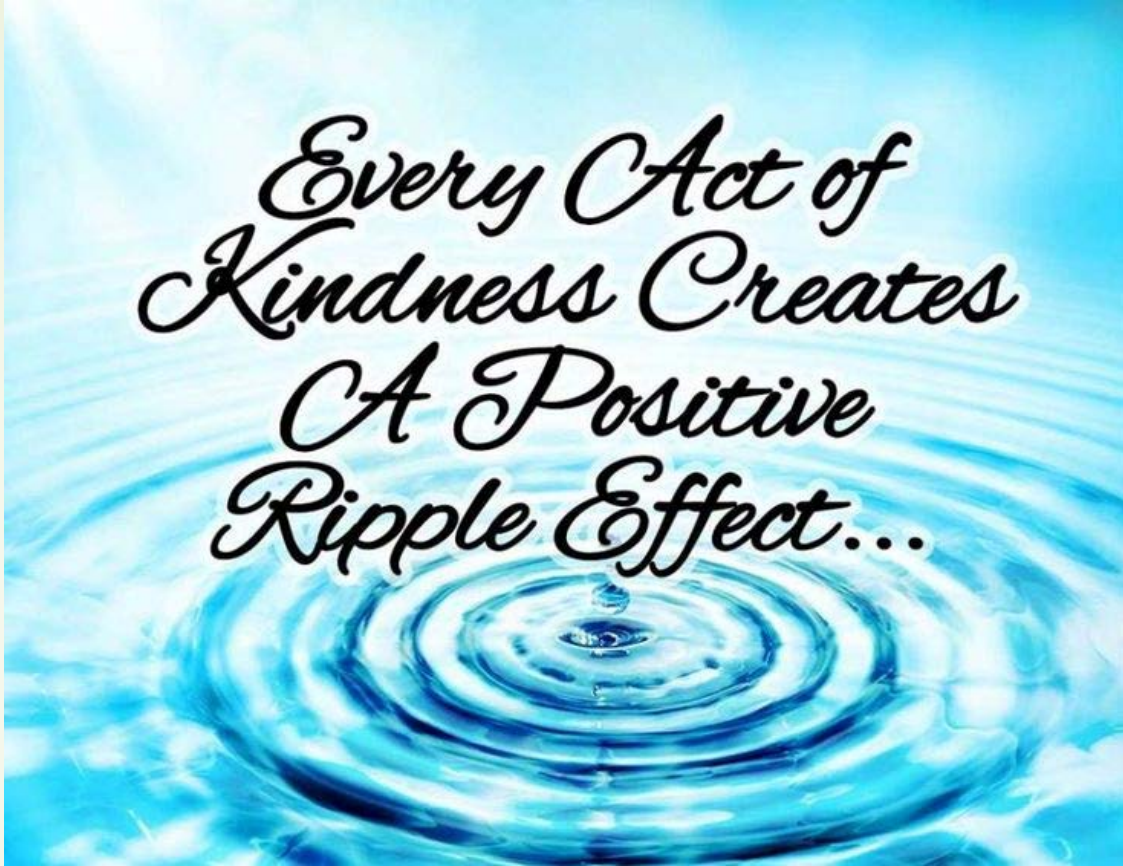
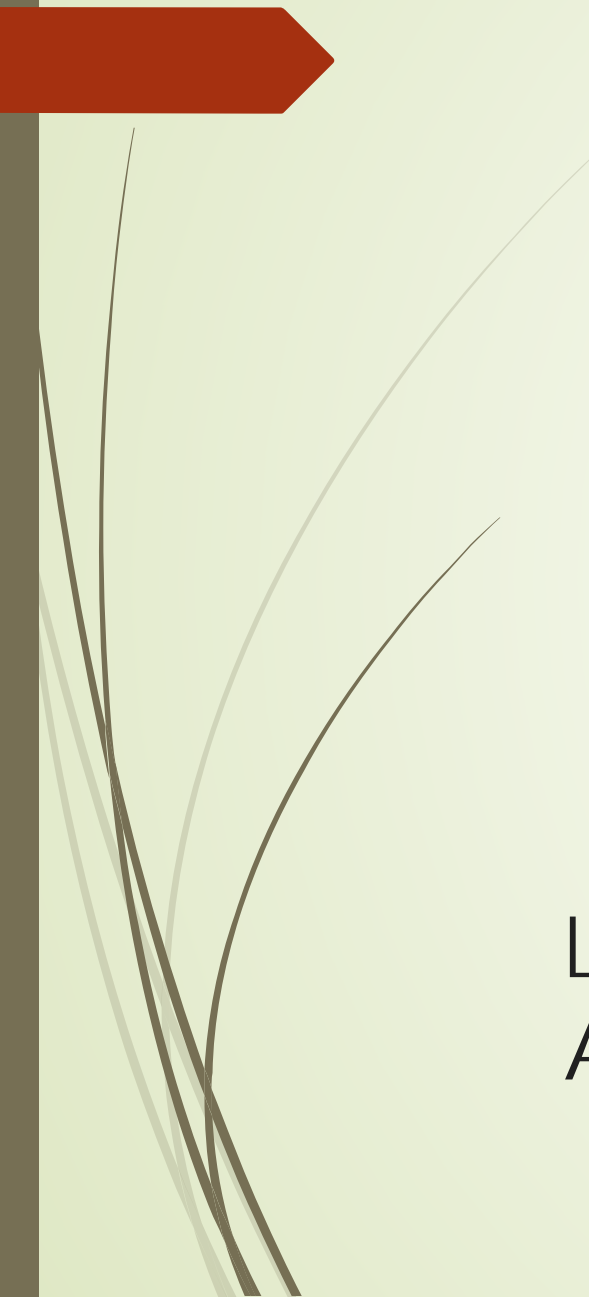
# What if we change our words?

- What if we stopped being rude and complacent and helped our customers understand exactly what they need and why?
- What if we empowered our coworkers and employees to get positive results?
- What if we just took 30 seconds out of our day to help someone?

Let's help each other and  
our customers!



<https://youtu.be/eE-ohJ GR A>



*Every Act of  
Kindness Creates  
A Positive  
Ripple Effect...*

Let's see if we can create a ripple across  
Alabama!

Thank you!