

FERRIS STATE UNIVERSITY – INTRAMURAL SPORTS

Customer Service in Intramural Sports

With the success of the Intramural Sports Program being measured largely in the satisfaction of its participants, the way in which our staff addresses players becomes a paramount concern.

Whether it is before games, after a conflict or when dealing with new teams, customer service in Intramural sports should be a constant consideration.



Addressing Players Before and After Games:

The Wrong Way

Yelled from the table, "Hey! Come check in and give me your IDs over here!"

The Right Way

Approaching teams politely, "Could I please have your IDs so we can check you in for the next game. Thanks!"

Much of the exposure players have with the intramural staff is before and after their games. These times give us the opportunity to **"put on our best face"** and represent the department in a polite, professional and welcoming manner.

Administering the program in a polite fashion encourages the operation of the program and helps prevent conflicts that reflect poorly on the department.

Do not forget your manners. When asking for FSU IDs or a captain's signature always say "please" and "thank you." Also, instead of making demands when asking players to suit up for the game, say something like, "Would you guys do me a favor and please put on some jerseys. We are about to start. Thanks."

Try to be friendly while still remaining professional. Just as we expect players to treat us in a courteous manner - we must treat them with the same respect.



Free Agents and New Teams

New teams and free agents represent the future of the Intramural Sports Program. The exposure they get in the beginning sets the tone for the next four or five years of their participation. Act as a guide and role model.

Most often new teams and free agents are unfamiliar with the basic rules and policies of the department, and it is our responsibility to welcome them to the program with the proper instruction. Bring them together and, in a friendly manner, inform them of the most important guidelines for a successful experience with intramural sports.

During these conversations, be sure to review policies, frequently asked questions on rules and basic unsportsmanlike penalties with which players often have trouble. Try not to lecture players, as this often makes you appear disinterested in their involvement. Encourage questions and open the discussion to conversation.

When answering questions, remember that no question is a dumb question. Many of our participants have never played in a competitive league and may not understand what may seem like a simple concept. Be courteous and avoid condescending answers.



Handling Conflict Politely

During a conflict is the most important time to remain calm, cool, collected, and polite. Becoming confrontational or defensive will only escalate the contention and reflect poorly on your ability to control the situation.

When dealing with a player that has a disagreement, never argue. Enforce the policy as is appropriate and diffuse the problem without engaging in the altercation. Even during a conflict, don't neglect to say please and thank you.

Table Behavior

Between working games or while at the table, you are still a representative of the intramural program. Act accordingly! If a player has a reasonable question, answer it in a professional manner. If a game is being played, pay attention and be aware of any relevant issues.

Do not discuss inappropriate topics or use offensive language at the table. There is a time for those conversations and it is not while you are working. As a staff member, you are also expected to be impartial to the teams in competition. Do not make disparaging comments about players and teams or ridicule the level of play.

