

CUSTOMER FOCUS

Think Respect. Think Patience.
Think Excellence. Think Appreciation!

Customer Focus is all about team work, motivation and raising awareness of quality customer service. The State of Ohio focuses on the customer, whether internal or external, by understanding the needs of the customer, responding in a timely fashion to customer feedback, and seeking help and information when needed.

We measure what's important; customer focus is important in every position and in every state agency. We are measured on our ability to meet our customers' needs no matter who they are or what name they go by. How well do you serve your customers?

Learning on Demand (LOD) resources are available to help develop your customer service skills.

Log in to Learning on Demand and Get Started!

If you have not logged in before, please use these simple steps:

- Enter username: Your State of Ohio User ID
- Enter the password: welcome (not case sensitive)
- After your first login, you will be asked to change your password and to create a security question and answer.
- Your password must be at least eight (8) characters long, include at least four (4) letters and four (4) numbers.

Next month's theme will be: **Team Building.**

For more information contact:
Mary Cornwell at 614-995-0154 or email
LearningonDemand@das.ohio.gov