



June 2014
Newsletter

WISCONSIN ASSOCIATION OF CAMPGROUND OWNERS



Customer Service Training- WACO Style

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Campground Owners

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WACO will be holding a customer service training for campground owners, managers, and employees on June 25, 2014 from 9:00am-2:00pm at Vista Royale Campground. There will be a chance to meet all together and learn customer service training, then there will be break-out sessions for employees and managers & owners. This is free to all WACO members and trade members. Pre-registration is required. To register, please call 608-525-2323.



Customer Service Training for Campground Owners, Managers & Employees



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Service Tips**

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WACO News...
& Other Tips!**

**June 25, 2014
9:00am – 2pm**

Held at:

Vista Royale Campground
8025 Isherwood Rd
BanCroft, Wisconsin 54413
Phone: 715-335-6860



Customer Service Training Games!

Customer service training can seem like a daunting task, but why not make it fun with a few games? According to businesstraining-works.com, these games are great for this!

1. Standards Please!

Purpose: To illustrate the importance of consistency and following service standards.

Goal: To instill an appreciation for having rules and an understanding of why they are important to follow.

Materials Needed: None

Directions: Line everyone up on one side of the room. Explain that the goal is to reach the other side of the room. To do so, participants must meet certain criteria that you call out. For example, "Take three steps forward if you are wearing red." Give about three instructions such as that one. Then, on the fourth round, select some people from the back and move them to the front. Select some from the front and move them back several steps. Continue to play the game in this way until someone reaches the other side.

Debrief: Ask participants if they took the game seriously? Most will probably tell you no, and that they did not because the rules were unfair and unpredictable. Ask participants if they enjoyed the game. Most again will probably tell you no. From there, transition into a discussion about service standards. Working in small teams, have the group create a list of benefits of having service standards in place. You should expect to see answers such as "standards help employees and customers know what to expect, and they give something by which behavior can be measured." Or, "Standards help organizations to be fair and consistent."

Time: 15 Minutes

2. Let Me Tell You What I Can Do

Purpose: To illustrate the importance of telling people what you can do and not what you can't.

Goal: To help participants think creatively about how they can avoid saying no.

Materials Needed: None

Directions: Have the participants stand in a circle. Tell each of them that they will ask another member of the class for something that he or she cannot say yes to. That person must then come up with an appropriate response. When that round is complete, the responder then makes a request of someone else. For example, I want filet mignon for lunch. The person receiving the information must then

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IN OTHER WACO NEWS...

Stress No More!

Customer Service Cont'd

respond with alternatives. The cafeteria has a variety of options. While I've never found filet mignon on the menu, they do have a wonderful beef salad. The more outlandish the requests, the more creative the responses must be. Usually there will be one or two people who cause an outburst of laughter from the group. Debrief: From this exercise participants should discover that they can find ways to offer alternatives to any request no matter how ridiculous. Nobody likes to hear about what they can't have. Customers feel more valued if you provide suggestions and alternatives. When the exercise is complete, you can continue the learning point by having the members of the group list the types of requests to which they typically say no. From there, have the group brainstorm alternatives to offer in the future.



Camping season for campers is probably far from stressful, so why should being a campground owner cause stress to you? Here are some stress tips to keep in mind!

Motivation

**PUSH YOURSELF
BECAUSE, NO ONE
ELSE IS GOING
TO DO IT FOR YOU.**

**“Don't wait. The
time will never
be just right.”**

Napoleon Hill

1. Take a break from the stressor. Get whatever is stressing you out, off your mind!
2. Exercise. If you have time, go for a quick walk or exercise of some sort. Even getting out in the sun can help!
3. Smile and laugh. This is simple! Don't forget this!
4. Get social support. Keep in contact with your friends and family!
5. Meditate. Go by the water and take a deep breath!

Don't FORGET
**TO BE
AWESOME.**

FOCUS.
You can do this.

 **SPARKPEOPLE**
.com



IN OTHER WACO NEWS...

New Scrip Card

Menards Scrip Card Order Form

Campground: _____

Address: _____

City, State, Zip: _____

Phone: _____

E-mail: _____

Denominations	Quantity	Total
\$10		
\$25		
\$50		
\$100		
Other Amount		

Credit Card Information

CC # _____

Exp: _____ CVC # _____

Signature: _____

Sample - If you buy 100 of the \$25 cards you will pay \$2500 and
4% (\$100) of that will go towards your WACO 2015 dues

MARK YOUR CALENDAR



13TH Annual Business Day in Madison

Wednesday, March 4, 2015

**Monona Terrace Community & Convention Center
Madison, Wisconsin**

Business Day in Madison brings business leaders - from sole proprietors to major corporations - together with policymakers to discuss the most important issues facing our state.

7:30 a.m. Business Day Kick-Off

NFIB/Wisconsin "Exclusive" Small Business Session

9:00 a.m. Business Day General Session Begins - Program to be Announced

**Mark your calendar and make plans to attend
this very special event next March.**

We also encourage you to invite others to attend.

👉 NFIB registration information for the event will be sent in the fall 👉

**Questions, contact Deanna at the NFIB State Public Policy Office
608/255-6083 or Deanna.esser@nfib.org**

NFIB

The Voice of Small Business.