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- Master Gardener Volunteers are trained to assist with home horticulture issues/questions
 - Be sure you know what your client's question is concerning...
 - Example: Bermudagrass lawn or pasture?
 - All commercial clients/questions should be deferred to the local Extension Agent

 - Don't try to give too much information over the phone... clients can only absorb so much through conversations.

 It's okay to say "We have a great publication on that subject that I can send to you by email or regular mail, which ever you prefer."

 Any questions clients may have regarding commercially contracted services and/or disputes should be referred directly to the County Extension Agent.



Mnow Where to Find the Answer...

- It's okay to tell the client "I don't know"
- You are NOT expected to know the answer to every question... practically impossible
- Never make up an answer!!
- Let the client know that you will research their question and get back with them..



Troubleshooting Tips

#1: Ask most of your questions so that they cannot be answered by a yes or no.

#2: Form your initial opinion, if you must, but keep it to yourself and try to eliminate everything else first. Don't jump at the obvious!

#3: Don't be afraid to say you don't know, and don't feel that you have to apologize for not knowing.



Troubleshooting Tips

#4: Never be absolutely positive in your diagnosistell the client what you think is the problem.

#5: If in doubt about any information, tell the client you will check on the control recommendation and call them back.



Troubleshooting Tips

#6: When a third party might be involved or there is a chance for legal repercussions - Remember we are **Government**. Do the taxpayers or your county really want you to get in the middle of something that might turn into a lawsuit? If you think "yes" in this particular situation, give it to your agent. A visit will need to be made. Such cases cannot be



Troubleshooting Tips

#7: Use the plant diagnostic clinic whenever you have some doubt of what could be the problem.

#8: Don't worry about telling a person what they don't want to hear. Tell them what you think, and **don't** let them put words in your mouth!































