

Superior Customer Service – Tips

- ◆ When customers have made a mistake, let them off the hook with a gracious remark. People want to do business where they feel comfortable.
- ◆ Envision yourself dealing effectively and professionally with a difficult customer. Note your body language, the tone of your voice and the words you use. Now you have a model to go by when the opportunity presents itself.
- ◆ What mail do you open first when you get home? Handwritten notes are appreciated by both customers and co-workers.
- ◆ When you ask someone's permission to put them on hold, please wait for an answer.
- ◆ "If you add a little to a little and do this often, soon the little will become great." *Hesoid*
- ◆ How long do people have to wait to do business with you ... in person or on the phone? Find ways to make the wait shorter and/or more enjoyable.
- ◆ Sometimes giving something away costs less than charging for it.
- ◆ A little formality in pronunciation can indicate a higher level of professionalism. "Yes" and "No" are better than "yup" and "nope"
- ◆ Does your tone of voice say: "It's good to see you" or "Oh, it's you again"?
- ◆ Being "lucky" at work has a lot to do with preparing consistently, getting along with people and working very hard and enjoying it.
- ◆ Extra-pleasant customers are one of the dividends of providing excellent customer service
- ◆ Telling people why you are doing what you are doing will help them feel more "in control".
- ◆ When dealing with someone in difficult circumstances, take a moment and ask yourself, "How would I feel if I were in this situation? What would I want done?"
- ◆ "It is high time that the ideal of success should be replaced by the ideal of service."
Albert Einstein
- ◆ Most people who are experts on their products and services don't have genius level IQs. They have discipline and determination.
- ◆ Use language and terminology that your customers are familiar with. Most people will not tell you that they don't understand.
- ◆ A 1% error rate with customers could result in hundreds of errors per day depending on your volume. That's a lot of time fixing problems!

- ◆ When you are talking to a customer on the phone, what actions can you let them know you are talking so they feel taken care of?
- ◆ Customers appreciate your undivided attention.
- ◆ When customers begin to ramble, try asking a closed ended question to bring them back on track.
- ◆ Next time you go shopping, notice how many store employees are genuinely glad to see you. What kind of impression are you making on your customers?
- ◆ Asking questions is far better than making assumptions, for you and your customer.
- ◆ What is one of the most difficult circumstances to be in with a customer? Brainstorm with your co-workers about ways to avoid that situation, or at least how to deal with it more effectively.
- ◆ “Life is not easy for any of us. But what of that? We must have perseverance and above all, confidence in ourselves. We must believe that we are gifted for something and that this something must be attained.” Marie Curie
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