Providing Great Customer Service
Why is it Important?

- When good customer service is delivered, you experience less stress, less hassle and grief from the customer.
- You can save huge amounts of time.
- It’s a “win, win” situation, both parties end up happy.
Key points for Great Customer Service

- Take the customer seriously
- Communicate, communicate, communicate- If something goes wrong say so, DON’T lie
- When things go wrong, don’t despair
- Be available, if you can’t deal with someone immediately at least acknowledge them
- Respect should be given to your customers
- Listen, don’t talk
- Know your stuff- products, services, and policies
- Quality and value- take time to know the customer and listen
- Treat as you would want to be treated
- Take initiative, you don’t always have to ask the boss
How to Handle Complaints

- Deal with the customer not the problem
- Forget your ego, you don’t have to be right
- Calm the customer and resolve situation
- Hear the customer out “let them vent”
- Empathize “I know you feel”
- Apologize “I’m sorry this happened”
- Troubleshoot- How can we solve this problem?
WHAT NOT TO DO…. 

- Get caught up in an argument
- Use the word “NO”- Try “its against our policy/rules”
- Place blame or speak bad about the customer
- Give out orders “I need you to wait here”, rephrase your statements into questions “Would you mind waiting while I speak to my supervisor”
- Using the word “You” instead of “I”, acknowledge the problem with a phrases using “I” is best for good communication
The little things add up….

- Take pride in your work
- Your uniform isn’t complete without a smile
- Be alert and aware of what is going on around you
- We all make mistakes, don’t worry about being wrong
- Don’t be afraid to ask questions when you’re unsure of the correct answer