

What is Excellent Customer Service?

The ongoing process a business uses to efficiently (cost-efficiently) & effectively (successfully) deliver their products and/or services thereby exceeding customers expectations.

Benefits of Excellent Customer Service



Types of Customers

Internal Customers

Individuals or units within a company who receive products or services from other individuals or units within the company to help achieve their business objectives.

Example of Internal Customer relationship

Accountant providing financial reports to upper management (the customer)

External Customers

Individuals or units outside a company who use or are directly affected by a company's products or services.

Example of External Customer relationship

Accountant providing financial reports to stockholders (customer)

Excellent Customer Service: A Process



Your relationship with your customers does not end with the sale of your product or service. It starts before the sale and continues after the sale. Consider evaluations of your processes & introduce a review routine and customer satisfaction.

Five Tip

Take time to understand and anticipate your business and compete within your industry.

Customer Relationship Management (CRM)

Processes a business takes to organize & track current & prospective customer information. CRM is the acronym commonly used to refer to this concept.

CRM software are available to help businesses collect, store & access information about their customers.

Customer Service After The Sale

Ways to provide quality service after the sale

1. Product warranty
2. On-site installations
3. Technical support
4. Newsletter (to inform/updates)

Symmetrix Customer Service Quick Reference Guide

Xiaolong Qi



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