

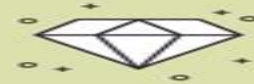
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WAYS TO IMPROVE CUSTOMER SERVICE



Start with a Smile

Smiling at a customer when they come in, puts them at ease and shows them that you're ready to help them. Smiles warm people up and make great ice breakers.



Communicate like a Pro

Not all customers are friendly. No matter what happens, it is vital that you remain civil and respectful in your responsive. Explain things clearly, honestly, and ask practice active listening!



Know your Stuff

Make sure you know what you're selling: customers are more likely to buy from someone they believe really knows their subject. Do the research, educate yourself and your team so that you come armed with knowledge about your product and service.



Build Relationships

Great customer service is about building relationships with your customers. Think of them as work-based friendships, they need to be maintained and rewarded.



Always Strive for Excellence

Demand it from your employees, train your team members, work towards delivering a great customer service experience that no one is ever going to forget.

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LL Leslie



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