

THE ABCs OF CUSTOMER SERVICE

- A** - Arrive at work on time, prepared, and with a smile.
- B** - Believe in the organization and the products or services you are representing.
- C** - Choose an attitude of service. Your customers should feel that you enjoy your job.
- D** - Dress appropriately for the work that you do.
- E** - Empathize with customers, and show them that you understand.
- F** - Find answers if you don't have them.
- G** - Give customers outstanding service even when they are not buying from you.
- H** - Help co-workers and other internal customers when needed.
- I** - Initiate contact with customers. Don't wait to be approached.
- J** - Justify your reasoning and offer available alternatives when you must say "no."
- K** - Know as much as possible about your organization and its products and services.
- L** - Leave your personal problems at the door.
- M** - Mind your manners. Say "please" and "thank you" often.
- N** - Never say, "That's not my job."
- O** - Own problems. Don't pass the buck.
- P** - Prioritize what's important. People should come before inventory, internal processes, etc.
- Q** - Question your organization about policies and procedures that hinder your ability to give good service.
- R** - Respond quickly and efficiently to customer requests.
- S** - Speak clearly and professionally. Save slang for your off time.
- T** - Treat people fairly, and apply policies and processes consistently.
- U** - Use body language that says "I'm here and ready to help."
- V** - Verify that your customers are satisfied and that you have answered all of their questions before ending calls, sales, and other interactions.
- W** - Walk customers through any complicated processes or procedures to reduce confusion later.

X - X-out complaining, personal conversations, and other behaviours that reduce your ability to remain positive and engaged.

Y - Yell and yell back at no one while at work. Keep your conversations professional at all times, even if you are being attacked.

Z - Zero in on how you can help by listening more and talking less.

Article courtesy of Business Training Works. For coaching and keynotes, visit www.businesstrainingworks.com.