



CUSTOMER SERVICE



Exceptional Service – The Importance of Doing it Right

Who is the contomer? The contomer is the individual looking to obtain a product or service from you or your company. This includes company co-workers, contract

Street by auking practical?

- as "Ming is the several service that I can offer here ?"
- are "What can I offer the chert that they haven't thought of that will sold value to this transaction in



Enquire or make suggestions that the cheet haunt

By offering service beyond the client's request, you have put pourself on the sight track to exceptional service.

Create Consistent Service Systems

hersder systems include:

- Company vision of exceptional customer
- Delivery of product.
- Prompt recorded time.
- an Following.
- Appropriate correspondence.
- Extendly and incoded proble help.

No provident

- Discover what the customer wants.
- Exceed euconeer expectations.
- so between co-workers are also customers.
- tobat you do is more important than what you say.
- The customer is why your company is in
- se Se Seublin the contoner's needs change.

Customer Service

Good evolumer service means going beyond the customer's expectations, not just meeting them. Good customer service requires you to meet the expectations of the client and then go the extra rule. Today's customer expects countery, competence, and a services response to their needs, in today's regray competitive marketplace. excellent customer service is often the key to removing profitable and in

The companies that understand, revenue, and finiter enculsors customer service will be the companies that both there and survive.

Providing surplient customer service

- as Previding the recessary information.
- Accessing questions and problems when the continuer
- · Civing contomers choices and efficiency them to make decision.
- no religioup customers, leed in compast.



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National Electric Light Association

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