

# CUSTOMER SERVICE

## Exceptional Service - The Importance of Doing It Right

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

Start by asking yourself:

- "What is the overall service that I can offer here?"
- "What can I offer the client that they haven't thought of that will add value to this transaction?"



Inquire or make suggestions that the client hasn't considered.

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

## Create Consistent Service Systems

Service systems include:

- Company vision of exceptional customer service.
- Delivery of product.
- Prompt response time.
- Follow-up.
- Appropriate correspondence.
- Friendly and knowledgeable help.

Be proactive:

- Discover what the customer wants.
- Exceed customer expectations.
- Internal co-workers are also customers.
- What you do is more important than what you say.
- The customer is why your company is in business.
- Be flexible - the customer's needs change.

## Customer Service

Good customer 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 mile. Today's customer expects courtesy, competence, and a unique response to their needs. In today's highly competitive marketplace, excellent customer service is often the key to retaining profitable and in business.

The companies that understand, reward, and foster excellent customer service will be the companies that both thrive and survive.

Providing excellent customer service means:

- Providing the necessary information.
- Answering questions and problems when the customer needs it.
- Giving customers choices and allowing them to make decisions.
- Helping customers feel in control.



# Productivity Planner Guide Customer Service

**Kingsley Obi Omeihe,Christian  
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