

# CUSTOMER SERVICE ETIQUETTE TIPS:

## How to Keep Your Customers Happy

### DID YOU KNOW?



**42%** of consumers switch brands because they are put off by rude or unhelpful staff

*(NewVoice)*



**73%** of consumers say friendly customer service reps can make them fall in love with a brand

*(RightNow)*

*Kevin Stirtz*

*«Every contact we have with a customer influences whether or not they'll come back. We have to be great every time or we'll lose them»*

*«Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment.»*

*Benjamin Franklin*

# Science Experiments Tips Customer Service

**James Merton England**



## Science Experiments Tips Customer Service:

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Philosophical works.- vol. III. Miscellanies and memoir Thomas Hill Green,1894      **A Manual of Electro-metallurgy** James Napier,1876      **Regulation and Function of Transcription Factor MEF2C in Vascular Development** Joshua Anderson,2005 Blood vessel development in vertebrates starts early during embryogenesis with the de novo formation of blood vessels through the process of vasculogenesis During vasculogenesis endothelial progenitor cells coalesce into tubular structures Pericytes and smooth muscle cells then surround these tubes to form functioning blood vessels Myocyte enhancer factor 2 MEF2 transcription factors have been shown to play a critical role in the differentiation of cardiac and skeletal muscle MEF2C is also expressed in several other cell types including smooth muscle and endothelial cells yet little is known about the transcriptional pathways in which MEF2C participates particularly during vascular development Before the research contained within this dissertation no transcriptional targets of MEF2 proteins had been discovered in smooth muscle However we found a completely conserved MEF2 site upstream of the HRC transcriptional start site that proved to be necessary for expression of a lacZ transgene in skeletal cardiac and arterial smooth muscle identifying HRC as the first known target gene of MEF2 in smooth muscle We also found that this HRC enhancer was unresponsive to serum response factor SRF making HRC one of only a few smooth muscle genes known not to be a transcriptional target of SRF To understand the transcriptional pathways that MEF2C participates in we initiated an enhancer screen and used evolutionary conservation to identify multiple tissue specific modular enhancers for mef2c In this screen we identified a skeletal muscle enhancer an anterior heart field enhancer three neural crest enhancers and two endothelial enhancers at the mef2c locus One of the enhancer fragments we discovered was a 5 6 Kb fragment that is sufficient to direct expression to both the neural crest and endothelium We have subsequently separated the neural crest and endothelial elements into two independent enhancers and pared down the endothelial element to a mere 44 base pairs which are both necessary and sufficient to direct expression of the lacZ reporter to endothelial cells Within this 44 bp we have found two ETS factor binding sites and an E Box that are necessary for endothelial expression and we continue to search for other regulatory elements      Annual Report of the State Board of Agriculture Made to the Legislative Assembly of the State of Nebraska at Its ... Session Nebraska. State Board of Agriculture,1888      Emergency Librarian ,1989      **Scientific American** ,1882      **Saturday Review of Politics, Literature, Science and Art** ,1870      *A Patron for Pure Science* James Merton England,1982      Multimedia '99 N. Correia,T. Chambel,G. Davenport,2000 Multimedia 99 covers technological and scientific areas of media production

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