



Tool #12 - Part B

Customer Service that Makes Them Say, “Wow!”

Part B Includes:

Top 7 Key Points

2 Week Progress Report

Final Progress Report

(Part B is a Review and Follow Up from Part A)

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Employee Success Toolkit
Tool #12 - Part B
Customer Service that Makes Them Say, “Wow!”

In part A you learned many ways to create customer service that makes them say “Wow!”. Part B will help you review and record your progress.

***Top 7 Keys to Customer Service that Makes Them Say,
“Wow!”***

Keep customers coming back. If a customer feels he has been treated well by customer service personnel, he will return time and again.

1. You must believe that the customer will be better off by using your company’s product or service. Learn as much as you can about the benefits of your company’s product or service.
2. Your salary comes to you from the customers, but is distributed to you through your company as a paycheck. Remember that without customers, your company would not be in business, and you would not have a paycheck.
3. Whenever you come in contact with a customer, to that customer you are the company. Your customers are going to come away either feeling better or worse about the company because of the way you handle them.
4. Customers stay loyal to people they like and trust. Take time to listen to your customers and you will learn about their families, their hobbies and other things which are important to them. Use the information to find something you have in common. That builds the bonds of friendship and trust.
5. Customers vote with their dollars. You may think you are giving great service because of your knowledge of the product, but it is not what you know, it is what the customer perceives that determines the quality of the business.
6. One of the best ways to increase customer perception is to exceed their expectations. Consciously or subconsciously we have a certain expectation, and when you are pleasantly surprised, that is when you perceive that the quality is very good.

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Tool #12 - Two Week Progress Report *Customer Service that Makes Them Say, “Wow!”*

Name _____ Date _____

Look at the goals that you set in part A of this lesson.
What have you done so far to reach your 3 main goals?

1. _____

2. _____

3. _____

What will you do in the next 2 weeks toward reaching your goals?

1. _____

2. _____

3. _____

Make a copy of this to give to your supervisor, and keep one for yourself.
Post your goals in your workplace where you can easily see them.

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Tool #12 - Final Progress Report *Customer Service that Makes Them Say, "Wow!"*

Name _____ Date _____

What progress have you made towards achieving your 3 main goals?

1. _____

2. _____

3. _____

How have your improved skills made a difference at work?

1. _____

2. _____

3. _____

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Additional Resources

All are available on The Confidence Center Web at
www.ConfidenceCenter.com

Free Resources

Email Newsletter:

Employee Morale and Confidence Tips

It has creative ideas you can use every week to keep up morale.

Sign up for Free at www.ConfidenceCenter.com

Assessments:

Are you happy at work? Take the [Employee Morale Assessment](#)

How confident are you? Take the [Confidence Quiz](#)

Articles and Past Newsletters

Calendar of Special Days:

Special days you can celebrate for every month of the year.

Fun Zone:

Jokes, cartoons, and more - when you just need a break.

Coaching:

Telephone coaching by our certified professional coach. To get one *free* coaching session.

Details at <http://www.confidencecenter.com/serv06.htm>

Low Cost Resources

Products:

Books, eBooks, videos, and other products to make you more successful at work.

Seminars:

We offer in-house seminars, customized for your company or organization.

Tele-seminars:

Telephone seminars on employee morale and employee performance. These will be announced in our newsletter and on our web.