

Good customer service is about genuinely caring for your customers

BECAUSE customer service is my passion, people love telling me their stories and a couple of weeks ago I was talking to a friend of mine and she told me here.

She booked a new hair cut and as we know ladies, letting someone new cut your hair is a BIG deal, so she looked somewhere which had been recommended to her for an appointment at 10 am. She got there a little early, as you do, just to be sure to be on time. She was asked to sit down and wait.

By 10:10 am nothing, 10:20 am nothing, 10:30 am still no one had approached her, so she went up to the desk and enquired. The receptionist said she wasn't sure, as the hairdresser had not yet come in to work, but she would try to contact her.

My friend was quite shocked, since she was due to start at 10 am, and stood at the desk while the call was made. Finally the receptionist said that the hairdresser was not feeling well and would not be coming in.

By Claire Boscq-Scott, The Busy Queen Bee



By now my friend was quite irritated and was about to leave the salon when the manager came to reception and realised what was happening. He

couldn't apologise enough and was obviously very embarrassed about the whole situation, took my friend to one side, made her a coffee, chatted about

her hair and what she wanted to do. He washed her hair himself and gave her a head massage and a discounted price – he could not have done any more to please her.

And that was it – that manager turned a poor situation, which could have cost him his reputation, into a great experience which my friend is raving about to all her friends and family. She has become a real fan – that's how you do it!

Customer service is very simple. Customer service is doing what you say you are going to do every time your customer's walk through your door.

If you meet your customer's expectations, if you genuinely care about your customers' needs and values them, not only will you have customers who buy from you, but they will also return to you and recommend you to their friends and family. Isn't that the best way to do business?

Good Customer Service Article

Faye McGhee



Good Customer Service Article:

Best Practices in Customer Service John A. Woods,1999 *Customer Service Best Practices* Ron Zemke,1998 **Good Customer Services Bad Customer Services "Customer Service, The Best, The Worst, and Everything In Between**
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so many times in my life Knowledge is power and when you know what is going to happen and you come to expect it you can deal with it a lot better We cannot let the terrible customer service we get define us though I have found that when customers are rude mean or demanding it is because they have allowed the customer service representatives to make them that way Control your own life and do not allow the customer service representative to do it for you I feel that if I have a lot of stress in my life and I can deal with the craziness of our terrible customer service representatives without going postal so can everyone else As I said before control your own life When the guy at the cash register stares blankly at you and ask you for your discount card and you just handed it to him just smile and point to it You are on your way home at this point anyway

AI for Small Business Phil Pallen, 2025-01-14 Artificial intelligence is rapidly changing the world and small businesses are no exception With this essential guide small business owners and entrepreneurs will learn how to use this new technology to automate tasks save time and money make better decisions grow their businesses faster and stay ahead of the AI curve

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Platforms in EU VAT Law Christina Pollak, 2022-10-18 Applying the provisions of the European Union Value Added Tax EU VAT Directive poses challenges when applied to the digital platform economy Recent responses to these challenges revolve around the deemed supplier regime introduced by the so called e commerce package and this regime is thus the focus of this indispensable work the first to provide an in depth analysis of the regime its background and scope its interpretation and its application in practice In its detailed examination of how digital platforms that enable supplies of goods through their interfaces are treated for VAT purposes under EU law the author elucidates such topics and issues as the

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Keep Your Donors Tom Ahern, Simone Joyaux, 2011-01-04 Written by fundraising experts Tom Ahern and Simone Joyaux Keep Your Donors is a new winning guide to making disappointing donor retention rates a thing of the past This practical and provocative book will show you how to master the strategies and tactics that make fundraising communications profitable Filled with case studies and based in part on the CFRE and AFP job analyses Keep Your Donors is your definitive guide to getting new donors and keeping them for many years to come

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web die geheime sprache der katzen susanne schötz published by ecowing bei benevento publishing feb 2021 2021 isbn 10
3711001831 isbn 13 9783711001832 seller