

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 wanted a new hair cut and as we know ladies, getting 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?

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Table of Contents Good Customer Service Article

1. Understanding the eBook Good Customer Service Article
 - The Rise of Digital Reading Good Customer Service Article
 - Advantages of eBooks Over Traditional Books
2. Identifying Good Customer Service Article
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Good Customer Service Article
 - User-Friendly Interface
4. Exploring eBook Recommendations from Good Customer Service Article
 - Personalized Recommendations
 - Good Customer Service Article User Reviews and Ratings
 - Good Customer Service Article and Bestseller Lists
5. Accessing Good Customer Service Article Free and Paid eBooks
 - Good Customer Service Article Public Domain eBooks
 - Good Customer Service Article eBook Subscription Services
 - Good Customer Service Article Budget-Friendly Options
6. Navigating Good Customer Service Article eBook Formats

- ePub, PDF, MOBI, and More
- Good Customer Service Article Compatibility with Devices
- Good Customer Service Article Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Good Customer Service Article
 - Highlighting and Note-Taking Good Customer Service Article
 - Interactive Elements Good Customer Service Article
- 8. Staying Engaged with Good Customer Service Article
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Good Customer Service Article
- 9. Balancing eBooks and Physical Books Good Customer Service Article
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Good Customer Service Article
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Good Customer Service Article
 - Setting Reading Goals Good Customer Service Article
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Good Customer Service Article
 - Fact-Checking eBook Content of Good Customer Service Article
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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