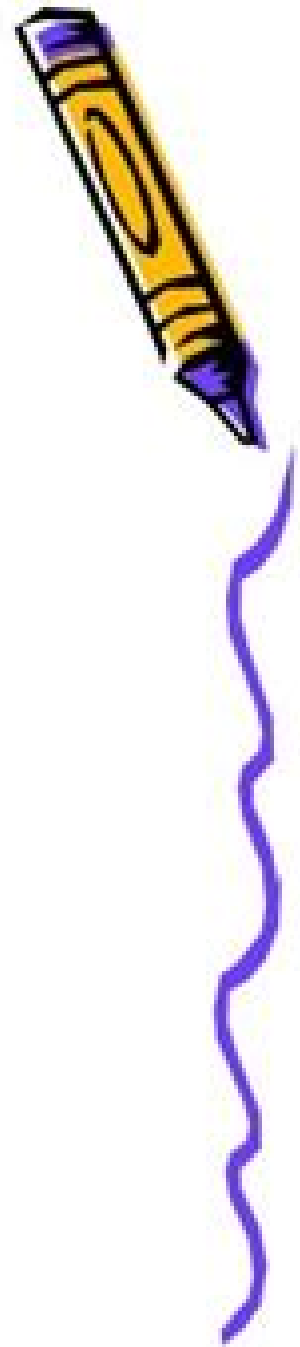


Customer service skills

- Attracting new customers costs more than retaining existing customers.
- Customer service costs real money
- Understand your customers' needs and meet them.
- Good process and product design is important.
- Customer service must be consistent.
- Employees are customers, too.
- Open all communication channels.
- Every customer contact is a chance to shine.
- People expect good customer service everywhere.



Good Housekeeping Customer Service

J Elliott



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