

# Pillar 1:

## Develop a Customer Service Mission Statement

- Clearly convey your company's specific objectives as they relate to customer service.
- Should be dedicated to building an organizational perspective of what WOWING the customer is truly about.
- Communicate mission statement with customers AND employees. All to keep the mission alive as well as communicate its successes.
  - Could include:
    - Signs throughout the organization
    - Internal employee newsletters
    - Incentives for good work



# Excellent Customer Service Mission Statement

**ML Morrison**



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