

# Good customer service is about genuinely caring for your customers

**B**ECAUSE 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 on 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

**SJ Ball**



## **Good Customer Service Article:**

**Best Practices in Customer Service** John A. Woods,1999      *Customer Service Best Practices* Ron Zemke,1998

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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 following The qualification of the sale of goods through platforms supply of the platform service to the underlying supplier supply of the platform service to the customer supply of goods from the underlying supplier to the customer supplies from third countries the Organisation for Economic Co operation and Development OECD proposal s influence on the interpretation of the EU e commerce package chain transactions determination of the place of supply chargeable event and chargeability of VAT taxable amount applicable rates and exemptions platform s recordkeeping obligations accompanying customs measures return of goods and warranty cases and future of effective and efficient VAT collection The author also undertakes a detailed analysis of a potential infringement of the principle of equality neutrality and the right to conduct a business Fully taking into consideration the case law of the CJEU administrative practice and the relevant academic literature the author s research reveals the weaknesses opportunities and limits for Member States implementation of EU VAT law The upshot is an important work that promises to make the EU VAT system more fraud resistant simplify compliance obligations enforce the principle of neutrality and reduce distortion of competition The book will be of immeasurable value to any practitioner and policymaker approaching any case involving the deemed supplier regime for digital platforms with full awareness of the applicable rules

**Oversight of Customer Service at the Office of Workers' Compensation Programs** United States. Congress. House. Committee on Government Reform. Subcommittee on Government Management, Information, and Technology, 2000 The Best Service is No Service Bill Price, David Jaffé, 2011-09-14 In this groundbreaking book Bill Price and David Jaffe offer a new game changing approach showing how managers are taking the wrong path and are using the wrong metrics to measure customer service Customer service they assert is only needed when a company does something wrong eliminating the need for service is the best way to satisfy customers To be successful companies need to treat service as a data point of dysfunction and figure what they need to do to eliminate the demand The Best Service Is No Service outlines these seven principles to deliver the best service that ultimately leads to no service Eliminate dumb contacts Create engaging self service Be proactive Make it easy to contact your company Own the actions across the company Listen and act Deliver great service experiences **Service Management** Jay Kandampully, 2011-12-10 Great retailers are great at service No exceptions This book offers a wealth of insight into delivering excellent retail service Leonard L Berry Distinguished Professor of Marketing N B Zale Chair in Retailing and Market Leadership Mays Business School Texas A M University With a growing understanding of service as a phenomenon and perspective of business and marketing retailers are increasingly

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who can carry your burdens best      The National Electrical Contractor ,1925      **The Electragist** ,1926      The CRM Handbook Jill Dyché,2002 CRM is an integrated information system that is used to plan schedule and control the pre sales and post sales activities in an organization This text is a manager s guide to making the most of CRM techniques for enhancing customer service sales force effectiveness and marketing strategy      **Hardware Dealers' Magazine** ,1908

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