

NARPM 2019 Convention
Customer Service Handout
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The Ultimate Boost for Your Business- Spectacular Customer Service- Ideas and Techniques for You and Your Staff to Put You at the Top and Amaze Your Clients and Customers

Offering and providing customer service that is so exceptional that your clients and customers will never forget you, will tell everyone they know about you and your company and constantly refer business to you is one of the most important success tools ever.

Topics and Notes:

GOALS AND EVALUATION

Let's have a look at how we're doing

What is the present day business climate?

Do you stand out?

Does anyone rave about how great your service is?

Are we all about money?

Are you too busy?

Does your staff support your goals?

Do you really care about the service you give?

Do you have a personal relationship with your prospects, clients, tenants?

How do you deal with unhappy customers?

Presenting your services in such a way that prospects can't wait to work with you.

Make them so happy with your service that they will never forget you and will tell everyone they know .

Providing PERSONAL service in this age of technology.

Dealing with problems and difficult situations and turning unhappy people into admirers.

then, don't be... to keep one!

According to the U.S. Office of Consumer Affairs, between 37 and 45 percent of people who are unhappy with service do not complain. They go elsewhere. That's not the worst of it, when you think about the average of thirteen potential customers they will influence with stories about how poor their treatment was. When you think about customers in terms of both their lifetime sales potential and their impact on others, almost anything you can do to save a customer is a bargain.

Training and motivating you staff to willingly and happily participate.

Super customer service ideas.

Ideas to surprise and even shock your owners and tenants.

How to negotiate everything so the other party feels like a winner.

FRANK'S CAR WASH RULES

- 1. THE CUSTOMER
IS ALWAYS RIGHT.**
- 2. WHEN YOU THINK
THE CUSTOMER IS
WRONG, RE-READ
RULE NO. 1**

**John Cooper
Mgr.**

