



The Unfiltered Truth About Customer Service

By
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Short Description of the Presentation:

Customer service is not rocket science. It all boils down to two things. Be nice to the customer and treat them with respect. Once again Larry Winget offers a whole lot of common sense on a topic that most make much too difficult. The principles are simple and Larry presents them in a very entertaining way.

Secret of Customer Service – Be nice to people!

The Customer Is The Boss

Customer Service Is NOT A Department

Putting The Customer First

Viewing Customer Service From The Customer's Perspective

Rewards In Life Are In Direct Proportion To How Well You Serve The Customer

Delivering Customer Service

- Notice the customer
- Be nice to them
- Appreciate them
- Do What You Said You Would Do It

If Profits Are Down The First Place To Look Is How Well You Are Service Your Customers

