

The importance of courteous customer service flashcard



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The Importance of Courteous Customer Service So how do you practise courteous customer service? First, determine the needs of your customers. By needs, we refer not only to the needs that they will pay you for but to any need that will provide them convenience while under your care. Just take for example when you are going to a hotel.

When you rent a hotel room, you primarily pay for the room, water and electricity or even food. However, the best hotels in the world are not renowned only for their rooms but for the very service that they provide. You certainly do not pay for the security guard to open the door for you but you consider it quality service when he does. This implies that courteous customer service entails going beyond the job description or the need.

Customers do not pay for politeness; they pay for their room and its facilities. However, if the establishment's personnel have been polite and courteous, it is fairly certain that customers would go back and avail of the service from the said establishment again. For customers, satisfying customer service is a bonus that they get from an establishment. For the business, courtesy to customers is a crucial selling factor. Customer Service Call Centers A call center is a centralized office of a company that answers incoming telephone calls from customers.

A call center may be an office that makes outgoing telephone calls to customers by the means of telemarketing. Such an office may also responds to letters, faxes, e-mails and similar written correspondence. Customer service has always supported corporate growth by keeping customers happy and ensuring their ongoing loyalty. But the challenges of today's business

environment demands that customer service take advantage of its unique capabilities and opportunities to make a more substantial contribution to the progress of the company.

The customer service department of the call center can drive sales, change the image of the company and make customer relationships more profitable. The key is to execute the right strategy and choose the right tools. Call centers offer business services that typically include telemessaging, order collection, customer service options, customer care and the outbound calls that follow. Customer service means providing every customer with great service anytime, anywhere, through any channel and keep costs down. Customer service means providing solutions and facilities at any given time. Most of the consumer goods companies have started to provide pre-sales and after sales service to its customers through call centers.

Be it a problem with the equipment or booking of an airline ticket or net banking facilities or online stock trading, customer services is equipped to offer help. Today, customer service has become a completely variable concept, and it provides the necessary phone call service through the many customer service call centers. 9 Steps to ensure Customer Service Satisfaction The following 9 steps can be used to exceed the customer's expectations. 1. Ask the customer what he or she expects from you. 2.

Based on the customer's answer, do whatever it takes to deliver more than the customer expects, and remember that you want the customer to be "surprised and delighted." 3. Ask the customer if you delivered more than he or she expected. 4.

If not, do whatever it takes to deliver more so that the customer is “ surprised and delighted. ” 5. Once you know that you have exceeded the customer’s expectations, ask the customer if there is anything more that you can do. 6. If the customer tells you there is more that you can do, ask what it is and do it.

7. Assume the customer tells you there is nothing more that you can do, but you can think of something more that you can do. Do the additional thing that you thought would be of benefit to the customer. 8. After you have done everything that either you or the customer can think of, make sure the customer knows that it was your pleasure to work with him or her.

9. Tell the customer that you are available at any time if something comes up and the customer needs add