

# 10 SIMPLE KEYS TO GREAT CUSTOMER SERVICE

## ***Key No. 1***

Answer the phone in 3 rings or less

## ***Key No. 2***

Put a smile in your voice and on your face

## ***Key No. 3***

Consider everyone as your customer

## ***Key No. 4***

Stay upbeat

## ***Key No. 5***

Do what you say and say what you do

## ***Key No. 6***

Let employees handle problems on the spot

## ***Key No. 7***

Use the Fogging Technique to calm irate customers

## ***Key No. 8***

Know what your competition is doing

## ***Key No. 9***

Do the unexpected

## ***Key No. 10***

The customer is always #1

