

Customer *LOVE* Can Lead to Great Service!

Check out these ten simple phrases (altered a little for professional relevance to our jobs) from “Customer Love – Great Stories about Great Service” by Mac Anderson.

10 Most Important Words: “I apologize for our mistake. Let me make it right.”

When something goes wrong, most people just want to be heard and acknowledged. So listen, apologize, and work to make it right.

9 Most Important Words: “Thank you for your business. Please come back again.”

Let your customers know that you value their time and effort to make contact with your office.

8 Most Important Words: “I’m not sure, but I will find out.”

It’s OK if you don’t know the answer! But it’s not ok to make the customer search for it. That’s your job.

7 Most Important Words: “What else can I do for you?”

Many of our customers have problems/issues that cross departments. Be ready to help and go the extra mile.

6 Most Important Words; “What is most convenient for you?”

Your customer will be pleasantly surprised that you value their time.

5 Most Important Words: “How may I help you?”

This will help reinforce your roll with your customer. You are here to help and serve our residents.

4 Most Important Words: “How did we do?”

Do you ask for feedback? How do you even know you did well or not – unless you ask!

3 Most Important Words: “Glad you’re here!”

Try and make your customers feel welcomed in your office. Greet them warmly and try to make the office atmosphere less intimidating.

2 Most Important Words: “Thank you.”

Common courtesy and basic manners.

The 1 Most Important Word: “Yes.”

Become a yes person.