



The Essential Elements of Customer Service Excellence

In a system, you can't add up the _____ and understand the _____, for that does not give a good picture of what the _____ does. The _____ are just as important as the _____. Dr. John Holland/University of Michigan

It is the _____ within any enterprise, and their _____ with each other that ultimately produce excellence or mediocrity.

Tom Morris – *If Aristotle Ran General Motors*

Are you treating your team members like _____?

Your customers/clients act based on _____...not yours.

You have to figure out what their motivators are and _____ to them.

What are some of the reasons you think people enjoy their experience with us?

The Essential Elements of Customer Service Excellence **(continued)**



Usually, a dissatisfied customer has experienced some degree of _____
_____.

The best way to manage peoples' expectations is to _____
them _____.

Every point of contact must be _____.

Make sure you _____ the fact that they are not a _____.

The three P's you'll need to master to get a passing grade in Customer Service:

❖ _____

❖ _____

❖ _____

**Make every part of their _____ with
what you want it to be.**

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(continued)

Great customer service must be followed by _____.

Every time you interact with a customer/client or co-worker, it's like walking over to the _____ and making a _____.

It may take _____ to earn someone's loyalty, but it only takes _____ to lose it.

Customers don't expect you to _____, but they do expect you to _____ !

Randy Anderson works with individuals, teams, and entire organizations of all sizes, and in every industry. The strategies and tools that he has developed and delivers will

Engage, Equip, and Empower your team members

to achieve greater productivity, will help your organization realize higher profitability, and show your people how to experience more fulfillment at work and in their personal life. Whether you're planning an annual event, or are looking to create a culture that offers consistent personal and professional development opportunities for your team, let us help you achieve your key objectives in those areas. We deliver

Customized Training, Keynote Presentations, and Individual Coaching.

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Teaching the Essential Elements of Excellence for Work and Life.

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