

The ultimate customer service guidelines

1

Establish explicit customer service standards

2

Maintain a consistently positive communication tone

3

Simplify the process of reaching support personnel

4

Ensure comprehensive training on products and services

5

Foster teamwork and open communication

6

Integrate follow-ups into your service protocol

7

Prioritize listening over speaking

8

Educate your team on patience and composure

9

Show understanding and compassion to customers

10

Avoid delayed responses to customer inquiries

11

Implement proactive support initiatives

12

Utilize feedback for continuous improvement

Act Practice Tricks Customer Service

Roy L. Moore, Michael D. Murray



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