

# CUSTOMER SERVICE ETIQUETTE TIPS: How to Keep Your Customers Happy

## DID YOU KNOW?



**42%** of consumers switch brands because they are put off by rude or unhelpful staff

(NewVoice)



**73%** of consumers say friendly customer service reps can make them fall in love with a brand

(RightNow)

Kevin Stirtz

*«Every contact we have with a customer influences whether or not they'll come back. We have to be great every time or we'll lose them»*

*«Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment»*

Benjamin Franklin

# Science Experiments Tips Customer Service

**Science Materials Center, New York**

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