

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

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S Baum



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Scientific American ,1877 Monthly magazine devoted to topics of general scientific interest *The Popular Science News and Boston Journal of Chemistry* ,1886 **Tested/age-graded Science and Mathematics Materials for Elementary Schools** Science Materials Center, New York,1961 **A Patron for Pure Science** James Merton England,1982 *Scientific American. Supplement* ,1880 *The National Union Catalogs*, 1963- ,1964 English Mechanic and Mirror of Science and Art ,1887 **Readers' Guide to Periodical Literature** ,1926 **How to Open and Operate a Home-based Day-care Business** Shari Steelsmith,1994 This book provides comprehensive step by step methods for beginning and running a successful day care business updated to include new information on family readiness a room by room safety checklist and a sample schedule of a week s activities **Popular Science** ,1993

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