

Customer Service Today

Customer service starts with being loyal to your employer and your teammates, why?

Please define your definition of proper customer service?

Who in your business is responsible for providing this service?

Do you believe customer service is provided well, in your dealership? your community, and in your industry?

What are some key elements to providing GREAT dedicated customer service?

- 1.
- 2.
- 3.
- 4.
- 5.

How do today's customers like to be contacted?

Describe a typical in-coming phone call from one of your customers.

Why is the "first impression" so important every time?

How can we make it better?

Why would this help?

Phone Call Hints

1. _____ because they can "see" it.

It really is hard to be angry or upset with someone that has a great attitude.

A T T I T U D E

Please add them all up. It = _____% Cool huh!

2. _____ because speed kills.

Speed causes mistakes, mistakes cause

3. Be _____. Empathy makes people realize we care.

And we do care, understand people, they understand you.

4. Truly _____ about their issue. It could be you on the other end of that phone.

5. Write _____ down. Your memory isn't that good!

BAD pen better than great memory!

6. Be confident we can find the quick and _____ solution.

ALWAYS set a definite real time appointment!

Why?

Setting Appointments.

Always set them "east and west." Why?

Always ask is they know where you are located? Why?

Always ask where they are coming from. Why?

