

# Aligning Customer Service with Vision...the How to Manual

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**Do the Math....**



## If you deal with the problem...

- They'll stay happy for 18 months!



# If you don't get a chance to...

- They'll be unhappy for 23-1/2 years!



# Result words....

- “I apologize for our mistake. Let me make it right.”
- “Thanks for your business. Please come back again.”
- “Let me find the answer for you now.”
- “What else can I do for you?”
- “What is most convenient for you?”

# ***“Treat me right...I’ll be back”***

- “How may I serve you.”
- “How did we do?”
- “Glad You’re here.”
- “Thank you.”
- “ Yes”



***“If things go wrong, don’t go with them.”*** Roger Babson

- C
- A
- R
- E

# Customer Problem Solving



***“If you see someone without a smile,  
give them one of yours.”*** Jacquelinemae Rudd



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