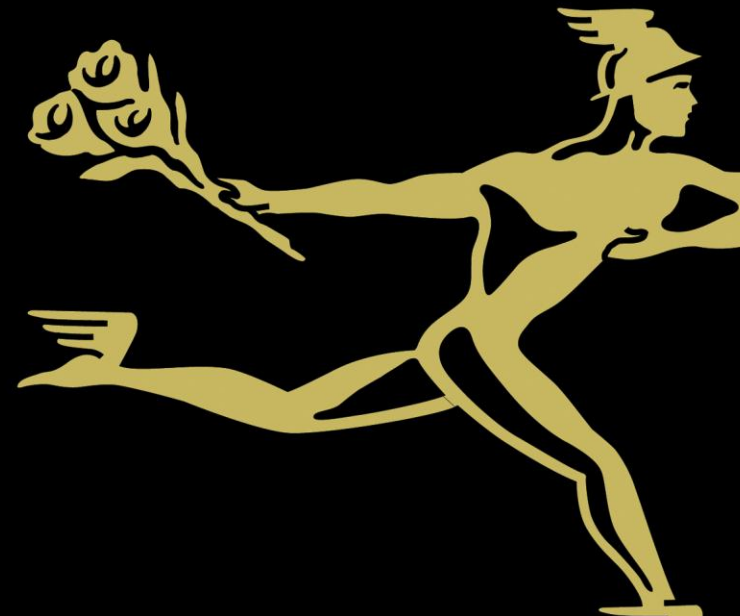


Wow Customers with Amazing Customer Service

Presented by Nancy Friedman, the Telephone Doctor

January 15, 2013





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1. Say something nice to someone at least once a day.



2. When in doubt, leave it out.



3. Don't ever argue with a customer.



4. Add a note to anything you mail out to a customer.



5. Use “we” statements.



6. Be a double checker.



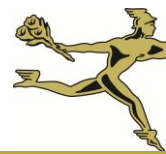
7. Show empathy and sympathy. Know the difference.



8. Respond rapidly.



9. Use your name when answering the phone.



10. It shouldn't take two people to give good customer service (empowerment).



11. We cannot do two things well at once.



12. I apologize vs. I'm sorry.





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Questions???

Handouts are available at:

www.FTDi.com/FTDUniversity/webinarmaterials.htm

Webinar will be available to view at:

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