

CUSTOMER AWARENESS AND SENSITIZATION MAXIMS

Professional and business minded multimodal service providers with skills and desires focused on business growth, processes, strategic direction and customer care. We consistently drive our company to understand all aspect of business and deliver value to our customers.

1. Here is a place where the genuine care and comfort of our clients is our highest mission. We pledge to provide the finest personal service for you.
2. We promise what we can deliver and deliver more than we can promise.
3. We do it right the first time.
4. A complaint is a gift
5. When the grass is greener on the other side of the fence, it may be that they take better care of it there.

EXCELLENT CUSTOMER CARE

“Treat others as you would like to be treated.” It’s a rule most of us learned early in life, probably from a parent or teacher trying to resolve a playground squabble. Few would disagree that this maxim is a basic tenet for human decency, no matter how old you are or what conflict you’re facing.

By focusing on providing a customer experience. “Treat others as you would like to be treated,” is the ultimate golden rule, but I’d like to offer up eight more guiding principles in creating a customer experience for your esteem company. These are simple reminders, but it never hurts to revisit the basics of treating your customers well.

THE GOLDEN RULES

- Ask customers what they want and give it to them again and again.
- Have systems that ensure that the job is done right first time every time.
- Under- promise, over-deliver.
- The answer to customer is always ‘yes’.
- Give every employee who deals with clients the authority to handle customer complaints.
- No complaints, something is wrong.
- Show people respect.
- Learn best practice, imitate it, and then improve it.