BEST EXPERIENCE THEMES
SERVICES
CRITICAL STAFFING
OPTIONS, CHOICES!
ARBITRATOR
ONE PERSON TOOK CARE OF OUR NEEDS
No WAITING
FLEXIBLE OPTIONS
FULL EXPLANATIONS
- WHY THESE ARE OPTIONS
FOLLOW-THROUGH
FAST SERVICE
PROVIDE SVCS. at TIME DESIRED by CUSTOMERS
CLIENTS TIME IS IMPORTANT so be COURTEOUS, EXPEDIENT
CONSISTENT INFORMATION
EMPOWERED SALES/ TECH PERSON
ONE STOP SHOPPING
BE KNOWLEDGEABLE
ACCURATE, TIMELY RESPONSE
OPTION for EXPEDIENT SCHEDULING for smaller service needs
CLEAN, PROFFESIONAL
FACILITIES
SPECIFIC AREAS FOR SPECIFIC CUSTOMER
PLEASANT PHYSICAL SETTING (PRIVACY)
ABILITY for PPL. to DO SVCS. all at ONE WINDOW
PERSONALIZED SERVICE
Pay attn to this
CUSTOMER IS FOCUS
GO BY SPIRIT of OUR POLICIES
SPEED!
Go BEYOND CALL OF DUTY
ACKNOWLEDGED
SMILE
TRUST in US
Accept complaint on FACE VALUE
BE FRIENDLY
PAY ATENTION TO WHAT CUSTOMER HAS TO SAY
LISTENING SKILLS
ATENTIVE
DIFFUSE CUSTOMERS STRESS
SINCERITY - answer his/her QUESTIONS
COURTEOUS
BODY LANGUAGE
KEEP SENSE of HUMOR
BE ORGANIZED
MAKE SINCERE APOLOGIES - not patronizing
Don't take it personally its the system
ADAPTABILITY to CONSUMERS NEEDS
YOUR NEEDS MATTER!
LOOK 'EM in the EYE!
TECHNOLOGY
PHONE CENTER
Bring Service TO THE CUSTOMER
OPTIONS for FACE to FACE vs. HighTech
INTERNET
PERSONAL TOUCH
WALK THE CUSTOMER THROUGH the PROCESS
BEST EXPERIENCES!
Selma, Calif.
MARCH 31, 2000