

Memorable Interactions: Top 10

CUSTOMER SERVICE SKILLS

- 1 Impress from the start.**
First impressions mean everything; they set the tone for the entire customer experience.
- 2 Make a connection.**
You have to build rapport to develop a relationship with your customers.
- 3 Ask appropriate questions.**
Effective discovery questions give you the intel you need to tailor your conversations to what your customers care about most.
- 4 Be sincerely attentive.**
Truly observe and listen to your customers, and be mindful of the feedback they give.
- 5 Personalize.**
Get to know your customers so you can create personal experiences and personalized conversations.
- 6 Show consideration.**
Always focus on what you can do, say, or sell to your customers so you are taking the best care of them and their unexpressed wishes.
- 7 Exceed expectations.**
Go the extra mile by engaging in superior service, and be proactive in offering solutions so your customers will keep coming back.
- 8 Be honest.**
Always be open and honest with your customers, own up to mistakes, and admit when you are wrong.
- 9 React quickly.**
The faster you respond, the faster they will be satisfied. And when you can't get everything done immediately, set accurate expectations so you can always deliver when promised.
- 10 Show your appreciation.**
Go beyond a simple "thank you" by doing something more genuine and special to show your customers that they are appreciated.

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