



# GUIDE TO ESTABLISHING & MAINTAINING **GREAT** CUSTOMER SERVICE

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## BE PROACTIVE & RELIABLE

Be proactive with your customers. If they need something, be sure to act quickly and get them what they need.

## LISTEN TO THEIR CONCERNS

If your customer has concerns, listen to them, understand them and address them. Usually they have valid concerns.



## COMMUNICATE OFTEN

Communicate with them throughout the entire process: beginning, middle and end. Follow-up often and foster trust with your customers.

## ASK FOR FEEDBACK

There is always room for growth. Ask your customers how you can better service them and how your business can improve in different areas.



## BE RESPECTFUL

Sometimes it's hard to deal with difficult customers. However, remember to maintain a sense of professionalism and respect.

## DEVELOP RELATIONSHIPS

Every business wants loyal customers. Don't just think of your customers as revenue potential; develop meaningful relationships with them.



# The Guide To Great Customer Service

**Huangqi Zhang**



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