

## Providing Outstanding Customer Service

One of the most valuable things you can do to advance your career is learn how to take care of customers. The secret to outstanding customer service is short and simple – just treat others as you would like to be treated – the rest usually takes care of itself.

Below are some characteristics of outstanding customer service:

- **Courtesy.** Treat everyone with kindness and respect and remember to smile.
- **Enthusiasm.** Greet customers cheerfully and stay upbeat throughout each interaction.
- **Knowledge.** Become an expert on company policies, procedures, and products, special offers, etc... Customers stay loyal to people they like and trust. Help your customers buy the product or service that's right for them. Take time to listen and learn what's important to them.
- **Efficiency.** Keep your work area organized and your resources handy. The more organized you are in your work area the more efficiently you will serve customers and handle their requests.
- **Focus.** Give your full attention to customers. Distractions can impair you from providing the best customer service.
- **Patience.** Be patient even when dealing with tough customers. Take a deep breath if needed.
- **Reliability.** Set an example for your team by maintaining a great attendance record. If you make a promise to a customer make sure that you deliver.
- **Integrity.** Let your good character show in all you do.
- **Cooperation.** Do your part to help your team get along, and offer to lend a hand whenever possible.
- **Empathy.** Connect with customers by showing you understand their feelings. Displaying that you understand the situation and care about the customer will help you to come to the best solution.
- **Dedication.** Strive to do the best you can. Always aim for excellence. Go the extra mile to find solutions and leave customers happy.



Our dedicated consultants are available **24 hours everyday** to address your needs. Appointments can normally be scheduled within **two working days**. **After hours** and **weekend** sessions can be arranged, if needed. Crisis calls are always handled immediately. Services are **confidential** to the extent permitted by law. To access these services call First Sun EAP at 800-968-8143 or in Greater Columbia (803) 376-2668.

For more information on this topic as well as the other benefits you receive from First Sun EAP, please see our website at: [www.firstsuneap.com](http://www.firstsuneap.com).