

service

xceptional

Practice Value-Added Service

- Build Rapport
- Go The Extra Mile
- Follow Through

Be A Problem Solver

- Focus on the Customer
- Listen Carefully to Deal With Feelings
- Ask Questions to Clarify
- Empathize to Show Understanding
- Apologize Without Blaming
- Suggest Solutions to Solve the Problem
- Master Speed to Exceed Expectations

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MASTER LIST FOR

service

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Show Customers You Care

- **Establish Trust:** Perceive Needs
- **Empathize:** The Customer's Shoes
- **Listen:** Give your Full Attention
- **Ask Questions:** Learn About Needs
- **Understand:** Restate What You Heard
- **Respond:** Offer Effective Solutions

Communicate With Quality

Portray a Positive Image Through:

- A Positive Attitude
- Words Spoken
- Tone of Voice
- Appearance
- Body Language

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