

100 TIPS TO IMPROVE CUSTOMER SERVICE



Here is a list of 100 things you can do to improve customer service:



Greet customers warmly and make eye contact



Smile and be friendly



Remember their name



Give your name



Listen attentively to customer concerns



Empathize with frustrated customers

Here is a list of 100 things you can do to improve customer service:



Apologize sincerely for any mistakes or inconveniences



Take ownership of issues and follow through on resolutions



Thank customers for their business



Be patient and remain calm under pressure



Speak clearly and avoid using jargon



Educate customers on products and services

Here is a list of 100 things you can do to improve customer service:



Make helpful suggestions and recommendations



Go above and beyond to resolve complex issues



Follow up on customer inquiries in a timely manner



Admit when you don't know the answer and get help



Avoid placing customers on long holds



Gather customer feedback regularly

Here is a list of 100 things you can do to improve customer service:



Train staff on customer service best practices



Hire staff with good communication skills



Empower staff to resolve issues independently



Recognize and reward exceptional service



Analyze metrics to identify service gaps



Survey customers on satisfaction regularly

Here is a list of 100 things you can do to improve customer service:



Resolve billing errors and disputes quickly



Always tell the truth



Offer loyalty rewards and discounts for valued customers



Provide self-service options to free up staff time



Offer convenient hours and multiple contact methods



Reduce wait times for appointments and service

Here is a list of 100 things you can do to improve customer service:



Follow up after interactions to ensure satisfaction



Go through quality assurance checks to improve processes



Standardize processes so service is consistent



Arrange for play equipment for children in waiting areas to keep kids entertained and reduce frustration for parents



Have well-defined service level agreements



Invest in technology to streamline customer interactions

Here is a list of 100 things you can do to improve customer service:



Integrate systems to provide a seamless experience.



Automate repetitive tasks to focus staff on complex issues.



Provide staff with the latest product information and tech support resources.



Solicit and implement staff suggestions for improvement.



Set clear customer service goals and metrics.



Develop skills through ongoing customer service training.

Here is a list of 100 things you can do to improve customer service:



Bring in mentors and coaches to advise staff



Encourage positive attitudes and fun team events



Promote top performers to motivate staff



Hire selectively based on customer service aptitude



Onboard new hires thoroughly on culture and expectations



Provide ample resources and staffing to meet customer demands

Here is a list of 100 things you can do to improve customer service:



Update policies to better meet evolving customer needs



Seek executive commitment to customer service excellence



Foster a customer-centric mindset at every level



Make customer satisfaction a shared company goal



Have leaders participate in the customer experience periodically



Ask executives to engage with customers on social media

Here is a list of 100 things you can do to improve customer service:



Feature inspiring service stories at company meetings



Publicize great feedback from appreciative customers



Include customer satisfaction in staff performance reviews



Create cross-functional customer service teams



Assign key staff as customer advocates



Hold regular customer service training

Here is a list of 100 things you can do to improve customer service:



Join associations focused on elevating service standards



Research competitors to identify their service strengths



Visit competitors to experience their customer service first-hand



Observe best-in-class companies outside your industry



Participate in customer service benchmarking surveys



Bring in outside consultants to provide unbiased advice

Here is a list of 100 things you can do to improve customer service:



Track key service quality metrics in real-time dashboards



Use analytics to gain insights from all customer interactions



Enable self-service options through the website and app



Provide omnichannel support like chat, text and social media



Use relationship management software to engage customers



Automate appointment setting and reminders

Here is a list of 100 things you can do to improve customer service:



Follow up on service interactions through automated emails



Create online knowledge bases for self-troubleshooting



Use interactive voice response to direct calls appropriately



Enable support through virtual assistants and chatbots



Provide how-to videos and tutorials for common questions



Use proactive chat to assist web visitors in real-time

Here is a list of 100 things you can do to improve customer service:



Enable online communities where customers can help each other



Integrate FAQs into products and websites



Teach best phone etiquette for call centre staff



Role play simulations to train staff for difficult situations



Require guest satisfaction training for all new front-line hires



Make training completion prerequisites for promotion

Here is a list of 100 things you can do to improve customer service:



Continually refresh training content using real examples



Invite customers to special events like new product previews, anniversary celebrations, workshops, and behind-the-scenes tours



Create 'special' offers for local and regular customers like discounts, free gifts, members-only promotions, and exclusive access to sales



Set up a complimentary refreshments station with coffee, tea, water and snacks to make waits more pleasant



Keep customers updated on wait times or service delays



Offer alternatives like coming back at a slower time

Here is a list of 100 things you can do to improve customer service:



Follow up after a service interaction with a thank you email and survey link to get feedback



Add small luxuries in service areas like phone chargers, WiFi, and comfortable seated waiting areas



Have a welcome packet for new customers with discounts, product guides, and company swag



Make customers feel special.



Greet repeat customers by name and reference past interactions to build familiarity

Here is a list of 100 things you can do to improve customer service:



Bring something extra like a small gift or personalized recommendations for loyal repeat customers



Keep an updated database of customer details including preferences, history, and special occasions to enable personalization



Keep the premises tidy, free from litter, clean toilets etc



Improve disabled access



Consider diversity policies with the customer in mind

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