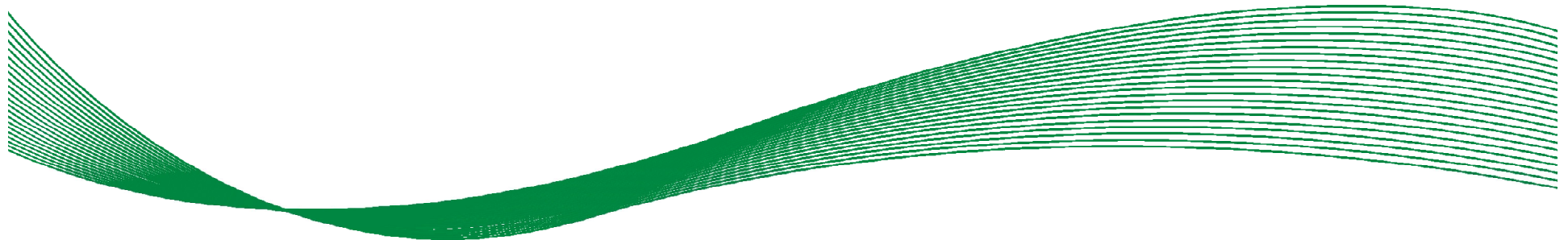


# Improving Customer Service Skills

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# John Lewis

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## Service Proposition

- Value
- Assortment
- Service
- Trust
- Enterprise



# Service and Trust

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Service starts with relationships.

First build then strengthen.



# Ownership

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Take action to create value for someone

Take responsibility for your actions



# Customer Needs

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Do you know your customers?

What are their needs?



# Personal

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Remember the person's name

Understand the requirement

Be a good listener



# Your Product

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What are you providing?

Can you meet your customer's  
expectation?



# Expectation

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Expectation is how we **knowingly** or **un knowingly** set our customer's expectations based on what **we** say we are going to do.



# Experience

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Experience is what the customer feels after **sampling** what you said you that you would do.



# Follow up

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If you have promised to call back the customer, make sure you do so.

Check if you have resolved the customers issue



# Repeat Customers

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if you satisfy those you serve they will come  
back for more



# Questions

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