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find the customer service. Be sure to take into consideration what your customers say and use it to improve your customer service policies. For example, if you consistently hear from your customers that the wait time on the phone is too long, then you can revisit your process for phone conversations with employees.

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Commandments of Customer Service Know who is the boss. You are in business to service the needs of customers, and you can only do that if you know what it is your customers want.

The 10 Commandments of Great Customer Service

The Customer Service Reference Guide is our effort to make sure Big Park Water Company continues to provide you with the highest quality and most up-to-date utility service possible. It contains information on measures you the customer can take within the home to prevent excess water consumption and to minimize water quality problems.

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Customer service starts with a smile. When you are in a face-to-face situation, a warm greeting should be the first thing your customers see and hear when they ask for help. Even when handling customer service requests via telephone, a smile can come through in your voice, so make sure you're ready to be friendly.

Tips for Providing Excellent Customer Service

Customer Service = Accountability + Delivery Professional Qualities in Customer Service Professionals who constantly deal with customers (inside and outside the company) need to strive for certain qualities to help them answer customer needs. The professional qualities of customer service to be emphasized always relate to what the customer wants.

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Customer Service Training Manual

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