

10 Dynamite Customer Service Tips Anyone Can Use

Sandy Geroux

works with individuals and organizations that want to achieve breakthrough performance, personally and professionally – NOW!



What Sandy's clients have to say:

Our agents absolutely loved your presentation... Your positive attitude and stage presence are truly outstanding! Thanks again for making our convention so special.

- Jim Litten, President Residential R.E.
F.C. Tucker Co., Indianapolis, IN

Before your last session with them I had another speaker the same week and one of the agents said to me after your session, "As bad as that other speaker was on Monday, Sandy made up for him twice over!" Your last seminar "It's My Goal and Who Am I to Stop Me!" was well received and I was most surprised by two top agents in the company who attended. One expressed to me how much she had appreciated your seminar and also said, "I did not intend to stay the entire day as I can't sit for a long period of time and have a short attention span, but I could not leave my seat and ended up staying the entire day and even going without lunch because I was afraid I would miss something." Another top agent's assistant attended the morning session and insisted the agent attend in the afternoon, which she did, and later told me... "That was the most practical information I have heard in a long time, and easy for me to implement in my business, I'm sorry I missed the morning session." Anyone who doesn't take advantage of your programs is missing a great opportunity.

Kathy Collings, CRB, CRS

Dir. of Trng & Prof. Growth, F.C. Tucker, Indianapolis, IN

Sandy made the seminar so rewarding for those who attended. She is so powerful a speaker, she gets you emotionally enthralled with her lively enthusiastic presentations. She made us not want to have breaks or lunch, and to continue beyond the allotted time!

The Corbett Team, The Buyers' Choice, Lincoln, RI

This is a complete presentation, taught by someone who has "been there and done that." Sandy is animated, to the point, and right!

Tim Bryan, F.C. Tucker Company, Noblesville, IN

You clearly are an exceptional individual who has the ability to inspire others to think outside of the box...It is rare to find an individual that can motivate and lead others who are very different from themselves. Your participation at the conference was outstanding!

Rosalyn Dunlap
National Consortium for Academics and Sports, Orlando, FL

10 tips for providing dynamite customer service and creating loyal customers NO ONE can take away!

1. Listen carefully to your customers. Determining what they really need may be more than a matter of just asking them what they *think* they want or need.
2. Keep in touch with past customers and clients on a regular basis.
3. Don't become so dependent on technology that you forget the human connection.
4. Keep track of your customers' ordering patterns. Anticipate their needs and offer to put them on a proactive shipping schedule.
5. Notice changes in your customers' spending patterns. A drop in ordering volume could indicate a problem you can correct before it becomes irreversible.
6. Make sure your customer service policies really serve the customers' needs.
7. Call old customers who no longer order from you to find out why they left, and how you can win them back.
8. Truly empower your management team to implement your customer services policies.
9. Always offer a service, advice or other useful information in your newsletters, post cards and correspondence.
10. Remember that our customers are the reason we are all in business!



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