

THE TEN COMMANDMENTS OF CUSTOMER SERVICE

By Mark E. Bowser

- 1. Find a need and fill it.**
- 2. Listen! Listen! Listen!**
- 3. Smile!**
- 4. The customer is not always right, but they are the king and queen.**
- 5. Be polite, nice, and kind at all times.**
- 6. Connect with the customer! BUILD RAPPORT!**
- 7. Light up! Be positive and enthusiastic**
- 8. Keep your cool! Don't let the customer get you hot under the collar.**
- 9. Take care of yourself. Conquer your stress or your customer service will stink.**
- 10. Treat the customer as you want to be treated.**