

Customer Service Warranty Card

TO BE THE BEST YOU ARE:

- 1) **UNDERSTANDING:** Customer Service is not what you think - but what the customer thinks.
- 2) **CREATIVE:** Customer Service is **DOING MORE** for the customer than the customer expects.
- 3) **NICE:** The customer may not always be right, but they are in charge!

CUSTOMER SERVICE IS: ASKING NOT TELLING; LISTENING NOT TALKING

"People Buy From People"