

Delight Your Customers

By Steve Curtain

Team Training Project - DRIVER TEAM

Purpose:

to improve Driver retention by building relationships and providing a personalized experience

Three Truths Exceptional Customer Service:

1. Exceptional customer service reflects the essence of your job
2. Exceptional customer service is always voluntary
3. It's free since it typically costs no more than poor service

- How to express genuine interest
- Offer sincere and specific compliments
- Share unique knowledge
- Convey authentic enthusiasm
- Use appropriate humor
- Provide pleasant surprises
- Deliver service heroics
- From ordinary to extraordinary