

CUSTOMER SERVICE ETIQUETTE TIPS:

How to Keep Your Customers Happy

DID YOU KNOW?



42% of consumers switch brands because they are put off by rude or unhelpful staff

(NewVoice)



73% of consumers say friendly customer service reps can make them fall in love with a brand

(RightNow)

Kevin Stirtz

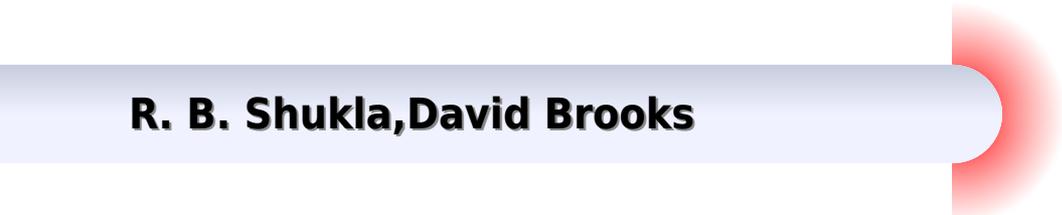
«Every contact we have with a customer influences whether or not they'll come back. We have to be great every time or we'll lose them»

«Remember not only to say the right thing in the right place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment.»

Benjamin Franklin

Mortgage Rates Tips Customer Service

R. B. Shukla, David Brooks



Mortgage Rates Tips Customer Service:

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Planning Guide is the first responsible in depth guide to using the Internet for business advantage The authors go beyond the hype by examining the capabilities of the Internet in conjunction with the strategic goals of their businesses 40 illus *The Office* The Office,1982 Rosefsky's Guide to Financial Security for the Mature Family Robert S. Rosefsky,1977

Whispering the Secrets of Language: An Emotional Journey through **Mortgage Rates Tips Customer Service**

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