

# 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*

# Goodreads Choice Tips Customer Service

**BM King**



## **Goodreads Choice Tips Customer Service:**

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Reference & User Services Quarterly ,2007      Be My Baby (The House on Camden Square, Book 3) A. L. Michael,2016-11-07 Two s company      Statement ,2012      **Nice Day For A White Wedding (The House on Camden Square, Book 2)** A. L. Michael,2016-08-22 I absolutely adored this book from start to finish My Chestnut Reading Tree Sometimes Happy Ever After is where the real trouble begins      Illinois Reading Council Journal ,2017      **Canadian Almanac and Directory 2019** Grey House Canada,2018-02-28 The Canadian Almanac Directory is the most complete source of Canadian information available cultural professional and financial institutions legislative governmental judicial and educational organizations Canada s authoritative sourcebook for almost 160 years the Canadian Almanac Directory gives you access to almost 100 000 names and addresses of contacts throughout the network of Canadian institutions

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