

# The Case Solutions.com



## 5 Keys to a Great Customer Experience

- ALWAYS be courteous and professional
- Do the right thing
- Build lasting relationships
- Own customer issues from Start-to-Finish!
- EXCEED expectations

## ALWAYS Be Courteous and Professional

- Recognize customers by their name
- Be attentive, engaged and friendly
- Keep you cool, show respect



## Do the Right Thing

- Use common sense
- -Be clear about products, upfront about fees, and honest
- Make exceptions when appropriate

## Build Lasting Relationships

- Make a connection
- Take a personal interest in customers' needs
- Listen, ask for feedback
- Establish trust



#### Own customer issues from Start-to-Finish!

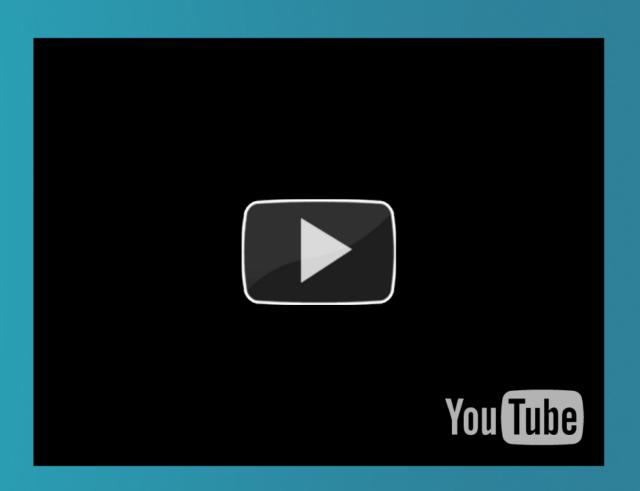
- Apologize, and take responsibility
- Find solutions
- Always follow up





#### **EXCEED Expectations**

- Go above and beyond!
- Find ways to say 'Yes', offer options





# CHASE what matters with US!

