

# J. P. Morgan Chase



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# 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





You Tube



Join Us for Orientation Part 11 tomorrow at 8 am

CHASE what matters with US!

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