



Good Customer Service

A&M1 CONSULTING

Why good customer service is important?

- ❖ **Good customer service will grow your opportunity.**
- ❖ **People remember good service.**
- ❖ **People comeback when they get good service.**
- ❖ **People discuss with others about good service.**



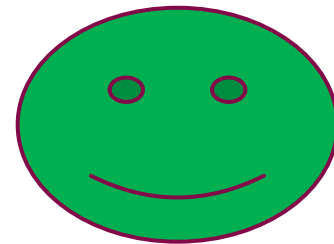
How can I provide good customer service?

- ▶ Start your conversation with a smile.
- ▶ Ask your customer : how is his day?
- ▶ Be sincere with your customer – try your best to give him the best.
- ▶ Make a friendship with him.
- ▶ Try to match his why with your why.



What you need to do?

- ▶ **Be proactive**
- ▶ **Try to be in-depth**
- ▶ **Listen to customer's story**
- ▶ **Give your best for the day**
- ▶ **Try our techniques in the PartB**



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Thank
you