

Customer Service

Handling the Customer

- Dress Code:
 - Anybody dealing with a customer should dress neat and clean.
 - Clean Shaven
- Greeting Customer:
 - Make them feel at home
 - Nice Hello
 - Smile
 - Have Patience
 - Give Suggestions
 - Candy Dish In Showroom
 - Soft Music In Showroom

Information

- Information That Must Be Taken Down
 - Name
 - Phone Number
 - Email
 - Organization
 - Due Date
- Emphasize New and Exclusive Products

Rules

- **Customer is Always Right**
- Never Say NO (99% of the time)
- Fix mistakes no matter whose fault it is.
 - Never worth losing a customer – Don't be short sighted.
- Apologize if necessary and make customers go home happy.
- If necessary ask the customer how they would like to resolve the issue.

Rules

- Pick-up:
 - take trophies to the customer's car
- Make the buying experience easy and very pleasant. This is what we are selling.
- **Best Customer Service In America**