

Do's and don'ts

Author Micah Solomon offers customer service tips

DO STREAMLINE



Customers today expect self-service options, writes author and customer service consultant Micah Solomon for *Forbes*. They don't want to repeatedly fill out forms with information they already provided.

DON'T MAKE CUSTOMERS ASK ABOUT THINGS THEY CAN FIND ONLINE



Post answers to frequently asked questions on your website, including the contact information for all appropriate contacts. Also, make sure customers receive an automatic confirmation when they submit a form or question so they don't have to call to confirm that you received it.

DO LEARN TO APOLOGIZE



"Things will go wrong," Solomon says. "Prepare for this emotionally as well as operationally." Sometimes you're just apologizing for the situation, and not for something you've done wrong. "It doesn't matter," he says, "an apology is still of value."



DON'T BLOW THE "HELLO BEFORE THE HELLO"

Hellos and goodbyes are key moments in customer service. Many organizations neglect what Solomon calls the "hello before the hello" or the first impression created before someone walks through the door. Is information easy to find online? Are office hours posted correctly and in a visible place? The details matter.

Fall Boots Tips Customer Service

Thomas Griffiths



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