

# 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.



## 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 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.



## DON'T BLOW THE "HELLO BEFORE THE HELLO"

Hello's 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

**Mark Steyvers**

## **Fall Boots Tips Customer Service:**

*Boot and Shoe Recorder* ,1908    *Slip, Trip, and Fall Prevention* Steven Di Pilla,2016-04-19 A comprehensive reference for the prevention control and mitigation of slip trip and fall accidents this volume covers standards and best practices relating to facility design effective management control programs test methods and standards relating to pedestrian safety and slip resistance methods Providing information on slip fall accident reporting investigation and mitigation it includes checklists handouts case studies rich online resources and an extensive bibliography    **The Legal Guide to E-Business** Jacqueline Klosek,2003-11-30 This concise and current guidebook to the legal issues involved with conducting e business is a one stop source for both domestic and cross border laws and regulations Any business that conducts commerce via a Web site must deal with these issues with regard to numerous situations This book addresses the legal ramifications of developing and hosting websites explains how to minimize liability through the use of website Terms of Use and user agreements explicates specific international issues arising from the conduct of e commerce examines online marketing and advertising online privacy issues and online intellectual property rights Entrepreneurs executives and corporate counsel from enterprises of all sizes and in all industries will benefit from this useful legal roadmap    *Shoe Retailer and Boots and Shoes Weekly* ,1904    **Boot and Shoe Recorder** ,1961    *Shoe and Leather Journal* ,1897    **Shoe and Leather Reporter** ,1916

*Insiders' Guide® to Myrtle Beach and the Grand Strand* Janice McDonald,2009-12-22 Insiders Guide to St Myrtle Beach and the Grand Strand is the essential source for in depth travel and relocation information to this popular South Carolina vacation destination Written by a local and true insider it offers a personal and practical perspective of Myrtle Beach and environs Fully revised and updated the 10th edition also features a new interior layout and a new cover treatment    **Dry Goods Guide** ,1918    *Hide and Leather with Shoe Factory* ,1915    **National Drygoods Reporter and Drygoodsman, Combining Dry Goods Reporter, Chicago [and] the Drygoodsman, St. Louis** ,1916    **United States Economist, and Dry Goods Reporter** ,1912    *Trade* ,1904    *Shoe and Leather Facts* ,1919    **Lippincott's Nursing Procedures** ,2009 The newly revised fifth edition of this popular reference is a start to finish guide for more than 400 basic to advanced nursing procedures It provides step by step instructions for each procedure and explains how to use and troubleshoot equipment

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,1891      **The Dry Goods Reporter** ,1914

## **Fall Boots Tips Customer Service** Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has been much more apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Fall Boots Tips Customer Service**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound affect on our existence. Throughout this critique, we shall delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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