

SHEP'S TOP TIPS FOR CUSTOMER SERVICE WEEK

2015

HELP!
5:01 PM

RESPOND QUICKLY

HELP YOUR CUSTOMER
NOW, NOT LATER.

...ON THE WAY!
5:11 PM

FOLLOW THE EMPLOYEE GOLDEN RULE

TREAT YOUR FELLOW
EMPLOYEES THE WAY
YOU WANT THE
CUSTOMER TREATED-
MAYBE EVEN BETTER.

THANK YOU!

PLEASE

GET BACK TO BASICS

BEING POLITE CAN GO A
LONG WAY. ALWAYS SAY
PLEASE AND THANK YOU.

RAISE THE BAR

ALWAYS LOOK
FOR WAYS TO
STAND OUT
WITH YOUR
CUSTOMERS

WOW!

LAST IMPRESSIONS ARE JUST AS IMPORTANT AS FIRST



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Job

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LAST BUT NOT LEAST...

TREAT EVERY WEEK
LIKE IT IS
CUSTOMER
SERVICE WEEK!

20 OCT 15

World Series Ideas Customer Service

Peter Taylor, Michael Gagan



World Series Ideas Customer Service:

50 Powerful Ideas You Can Use to Keep Your Customers Paul R. Timm, 2002-01-01 Turned off customers produce devastating ripple effects that quickly drag companies into a morass of mediocrity while organizations that apply a constant flow of customer centered innovations see consistent strengthening of their customer base This book will get all managers and employees thinking about the little things that can make all the difference *How to Sell You...And Your Product, Service, or Idea* Gloria Wadsworth, 2010-06-17 This highly readable compelling practical book brilliantly empowers the reader with simple secret steps explaining how to successfully sell YOU Your Product Service or Idea Whether a layman or expert in the art of salesmanship your life will never be the same this is a priceless gift for everyone who desires success in life Dr Tolulope O Filani Chair Department of Visual and Performing Arts South Carolina State University This author has a unique perspective and arguably continued success in the Corporate world and the Small Business arena She is an experienced Entrepreneur Whether by social media or face to face dialogue Gloria Wadsworth takes us along her journey to each and every goal she set and met in her career Marilyn D Johnson Vice President Market Development IBM Corporation In How to Sell YOU and Your Product or Service Gloria Wadsworth provides an energized formula for any individual looking to advance a relationship gain agreement or win the business In today s knowledge based environment Wadsworth approaches selling with a repository or resources to empower you with strategies and tactics to successful selling The secret is It all starts with YOU Michael Levin Seven Time Best Selling Author and Radio Host PR for Anyone Christina Daves, 2014-01-01 The do it yourself guide to getting publicity for your business without a big budget Christina Daves founder of PR for Anyone knows how to get a business noticed without breaking the bank In this book she reveals how she appeared in over fifty media outlets in one year including The Steve Harvey Show Dr Oz NBC FOX CBS Parenting Magazine the Washington Post and more And for other entrepreneurs trying to make an impression on potential customers or clients she also offers expert advice on how to Brand your business so your message is consistent Get FREE media exposure Share your message with journalists in a timely effective way Find the right people and places to get results and much more Lays out the exact steps you must take to become a media master and secure massive exposure priceless Steve Olsher New York Times bestselling author of What s Your WHAT **Cable Television Regulation Oversight** United States. Congress. House. Committee on Interstate and Foreign Commerce. Subcommittee on Communications, 1977 **Merchants Trade Journal**, 1918 **Ticket to the Limit** Randy Cohen, 2009-10 The story of the founder and CEO of TicketCity who talks about the importance of work life balance as part of any successful life **The Black Diamond**, 1926 **Alkenes and Aromatics** Peter Taylor, Michael Gagan, 2002 Describes the reaction mechanisms associated with electrophilic attack on carbon carbon double bonds

Forbes Field David Cicotello, Angelo J. Louisa, 2007-07-16 This volume presents a detailed look at Forbes Field the home of the Pittsburgh Pirates for 62 seasons Part I consists of chapters on the construction and legacy of Forbes the park s place

in the Progressive Era important baseball football and boxing events that took place at the park and changes to the field s dimensions and configurations as well as a transcript of the last Pirate game played there In Part II 56 former Pirates two wives of former Pirates 111 fans and five members of the media reminisce about the park The appendices include a numerical review of Lady Forbes from 0 the number of no hitters pitched there to 1 705 828 the Pirate attendance for the 1960 season and a list of the park s ground rules Printers' Ink ,1929 **Service Bulletin ...** ,1904 Management and Administration ,1922 Includes critical reviews *National Electragist* ,1922 Life ,1967 **Our Navy, the Standard Publication of the U.S. Navy** ,1923 **The Publishers Weekly** ,1887 **The Carlisle Arrow** ,1910 *The Great Lakelands* ,1957 *Bankers Monthly* ,1922 **Digest; Review of Reviews Incorporating Literary Digest** ,1927

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