

# 10

## Customer Service Best Practices for Customer Retention

- #1: Hire a dedicated customer support team.**
- #2: Employ a diverse customer support team.**
- #3: Have an informative website.**
- #4: Make social media your friend.**
- #5: Monitor customer review sites.**
- #6: Leverage technology.**
- #7: Follow through on problem resolution.**
- #8: Follow up with customers.**
- #9: Collaborate with other departments.**
- #10: Provide customer service training.**

## Act Practice Best Customer Service

**United States. Congress. House.  
Committee on Banking, Currency and  
Housing. Subcommittee on Consumer  
Affairs**

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