

Top 6 WOW! Skills for Great Customer Service



Great communication

- Responding promptly and getting back to people within timescales
- Delivering difficult messages kindly and compassionately



Listening

- Some customers feel that they are not listened to
- Listen and take on-board what customers are actually telling you



Respect

- Give customers the same service you would want for your mum
- Appreciate a customer's house is their home



Accountability

- It is your responsibility to deal with a customer enquiry - don't pass the buck!
- If you are asked to deal with an issue, just do it!



Empathy

- Remember life is very hard for many people right now
- Walk a mile in someone else's shoes



Attitude

- The vast majority of colleagues deliver great customer service, but 1 in 4 customers are dissatisfied
- Be one of the good guys - don't be part of the problem! And if you see something that's not right, **call it out!**