

# Call Centre Helper

10 WAYS TO EXCEED YOUR CUSTOMER'S EXPECTATIONS



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## Tip # 1

Think about what your customers expect when they contact you?

## Tip #2

Walk your walk - how would you feel if you contacted you?

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Tip #3 Understand why and how customers want to connect with you.

Tip #4 Decide how, when and with who you are going to manage social media responses (get it out of the hands of marketing!)

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Tip #5 Measure it and then act on it.

Tip #6 Don't ask for an opinion if you aren't going to do anything with it.

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Tip #7 Understand what 'excellent' looks like in your business.

Tip #8 Shout about any barriers that you know of that are preventing the business delivering its version of excellent.

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Tip #9 Give each customer the time and attention they need.

Tip #10 Give the front-line the time they need to get it right.