

Customer Service Management

7 pages | 1601 words

Customer service management has always been a concern for many businesses. It is becoming a bigger issue, as many organizations realize the advantages of managing the relationships with customers. The benefits of good customer service management will increase, as an organization begins to provide effective and efficient customer support. Small and large organizations should embrace the importance of developing a good rapport with customers. It is always helpful to stay informed on the latest techniques that can enhance one's abilities to develop a valued relationship with customers.

Great customer service is vital to support the long-term growth of a business. Good customer service is the lively hood of any organization. Many companies have sales and offer many discounted promotions to bring in new customers. This type of strategy is great and works good, but unless those same customers want to continue to do business with your organization, the business will not thrive. Good customer service will bring repeat and referral customers. If a customer leaves an organization with a positive experience, they will pass it along to others.

Referrals are great for a company; it means that a customer has gained trust in the business and thinks well of them enough to tell another about their product or service. (McNair, Perry, 2000). A vital aspect of managing great customer service is being able to form a relationship with the customer. When attempting to form a relationship it is important to be watchful of what is said and not said. If a business fails to form a relationship with a potential customer, they will potentially loose business to someone who has left an Impression.

Being courteous is one great way to leave a lasting impression. A few key practices will help ensure a business is on the right track with providing great customer service. (McNair, Perry, 2000). A business should always answer the phone. The speaker on the other line should make sure to say the name of the business, so the customer will be sure they contacted the right business. If the person at the business does not clearly state the business' name while answering the phone, it can make the customer unsure and uneasy. It could possibly make them feel they are being deceived in some way.

An organization should not let the customer believe they are going to receive services that the organization can not provide. A business should be reliable. Reliability helps build a trusting relationship. If any portion of an agreement changes between a business and a customer the client should be notified immediately. This shows the customer that the business is being up front and keeping them informed. If an agreement is broken, with no fore warning the trust is also broken with the customer. Organizations should always listen to their customers.

It is important to find out exactly what the customer wants. When a business does not listen to their customer, the consumer will leave that establishment without their needs being met. By listening to the customer, the business...

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