

TOP TIPS *to improve your* Customer Service

Make it easy for customers to buy from you

Say what you do and do what you say

Operate with transparency

Have a well managed complaints process

Be great at communicating

Ask your customers for feedback, listen

Act on your customers' feedback

Seek to fully understand customer needs

Agree clear Service Level Agreements

Always respond to social media complaints

Follow up and follow through

Remember happy customers are the best marketing your business could have...

