

Customer Service

It's time to review your customer Service

Below, the best of the best global mentors describe what's key to successful customer service. Take a good look at your business, talk to clients, ask staff and observe.



















Book an hour to read your current procedures and policy's related to customer service, are you exceeding your client's expectations?

Better yet be a client today!

Have you ever had a mystery client evaluate your business?

Email Spa Beauty NZ, we can assist you with Mystery clients, use us the experts as we know what to expect - sally@spabeauty.co.nz

Best of the Best Customer Service Principles/Guidelines/Commandments

-  Listen at all times, especially when it hurts, solicit feedback from customers at all times
-  Team Effort
-  Personalise, don't be a robot, personalize, respond quickly. Every customer is different.
-  Be honest, especially when you don't know the answer
-  Practice empathy and care
-  Know your product
-  Remember every second counts
-  Patience, practice patience
-  Good process and systems, internal systems designed and implemented to deliver flawless and seamless service under all conceivable conditions and circumstances
-  Consistent customer service, continues measure of how well customer service is translating into customer satisfaction
-  Employees are customers too, taking care of those who take care of the customers
-  Open all communication channels
-  Every customer contact is a chance to shine
-  People expect good customer service everywhere
-  Perception is reality in the minds of customers experiencing service satisfaction
-  Service every customer as you would serve your most dear friends and family.
-  Provide more than what's expected
-  Always be ready to start from scratch in thinking about how to better serve customers.

Seek always to do it right the first time, if it is not done, then do it right the second time. Service recovery after initial service failure is paramount to grasping victory from the jaws of defeat.