

Maintaining Great Customer Service:

- Golden Rule of Customer Service: People don't care how much you know until they know how much you care.
- "The most important mile you walk is the extra mile." -Mary Kay Ash
- "Be kinder than necessary; everyone is fighting some sort of battle." - Author unknown
- Always remember 1 specific thing about each of your customers (dog's name, child's name, just moved, etc.)
- If you tell someone you will do something– DO IT!!! If your customer asks a question that you may not know the answer to, don't be afraid to say, "I will check on that and get back to you." Just remember to DO IT!!!
- Attract don't ATTACK: Always remember that you may be the ONLY MK consultant to ever approach this person, so YOUR ACTIONS will burn her MK image into her head forever!!

Good Customer Service Skills to Master:

1. Follow-Up
2. Listening
3. Smile
4. Punctual
5. Friendly
6. Consistent
7. On-Hand PRODUCTS to meet her needs!!!

Bad Customer Service Skills:

1. No-Follow-Up
2. Rude
3. Ignore them
4. Profanity
5. Bad Body Language
6. Inflexible
7. Lacking Knowledge!

**Treat others as if they are wearing a sign that says,
"MAKE ME FEEL IMPORTANT!!"**

MK once said, "Your actions speak so loudly that I can't tell what you've said!"