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### Product Details

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### 5

**Customer satisfaction.** The most common cause of customer dissatisfaction will be the length of time your employees remain in the Dark Ages. Every employee should be made aware of the importance of fixing the customer's problem. If you've been in business for a while, you've already seen your share of cases where the customer's problem was resolved, but the customer was still unhappy. The most common cause of this potentially fatal mistake is employees (or owners) who have allowed themselves to become isolated from the customer's concerns. It's up to you to make certain that all of your employees understand that the ultimate goal of your combined efforts is a satisfied customer, not just a sale.

### 8 Don't overlook your employees as a source of ideas to improve your operation.

No one is closer to your customers and their opinions than your own employees. Acknowledgment and respect from employees. Workers who are respected by their bosses contribute to the success of the business. If you...

### You treat the important

...begins the...  
...between the phone...  
...in understanding the...  
...and respect...  
...always answered...  
...one or four times...  
...for herself by nam...  
...more than a few...  
...a commercial survey...  
...giving a customer on hold for...  
...of the most certain ways to alienate...  
...If you can't find the information you need within a minute or...  
...the customer back. And always, ALWAYS, ca...  
...the customer back when you have promised to do so. Even if you...  
...haven't been able to find all the information you need, don't force...  
...the customer to wait for a call that never comes.









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