



The Art of Customer Service...

Influence with Ease

JEFFmowatt

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Influence with Ease

Enhance trust – 7 tips

Greater impact communicating

Strengthen customer loyalty

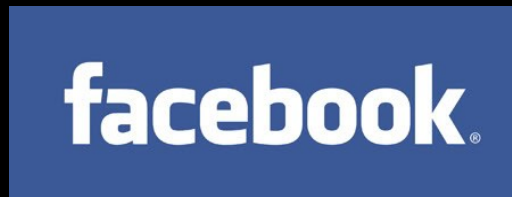


Mowatt Myth Buster





Today's "Word-of-Mouth"



“Today’s distracted customer means good service has become wallpaper.

What are you doing for your customer that’s REMARKable?”







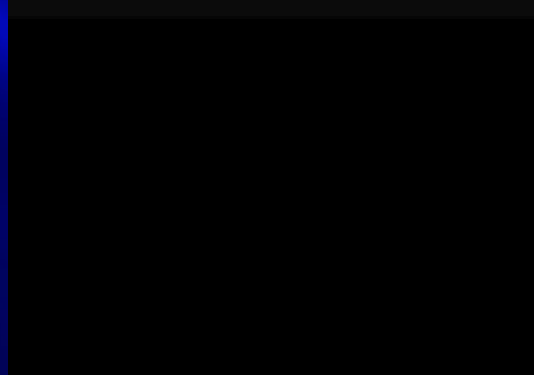
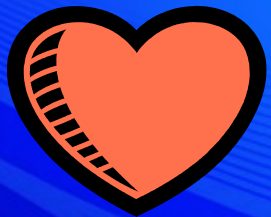
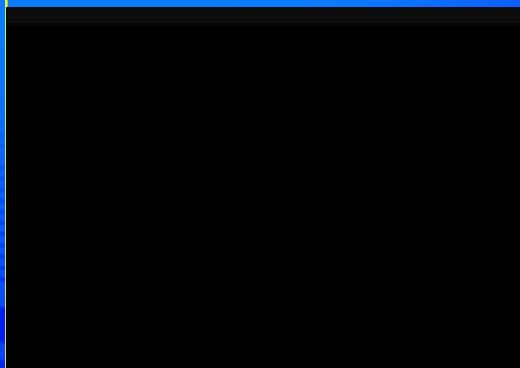
*From Becoming a Service Icon in 90 Minutes
a Month by Jeff Mowatt*

Top 7 Customer Expectations

 <p>Quality Service Price Value</p>	 <p>Acknowledgement</p>	 <p>Honesty</p>
 <p>Knowledge</p>	 <p>Convenience</p>	 <p>Selection</p>
 <p>Empathy</p>		



Top 7 Customer Expectations

<p>T</p> <p>Quality Service Price Value</p> 	<p>i</p>  <p>Acknowledgement</p>	<p>i</p>  <p>Honesty</p>
<p>i</p>  <p>Knowledge</p>	<p>T</p>  <p>Convenience</p>	<p>T</p>  <p>Selection</p>
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