

**“There is only one boss. The customer.
And he can fire everybody in the company from
the chairman on down, simply by spending his
money somewhere else.”**

-Sam Walton

Customer Service

> **The total customer experience with that business**

>



Customer Service



What do you
already KNOW
about customer
service?

What do you WANT
to know about
customer service?

What did you
LEARN about
customer service?

What does a Quality Service mean?



What does a Quality Service mean?

1. Was the problem solved?

2. Is the client satisfied?

3. Was the employee polite and friendly, calm and collected?

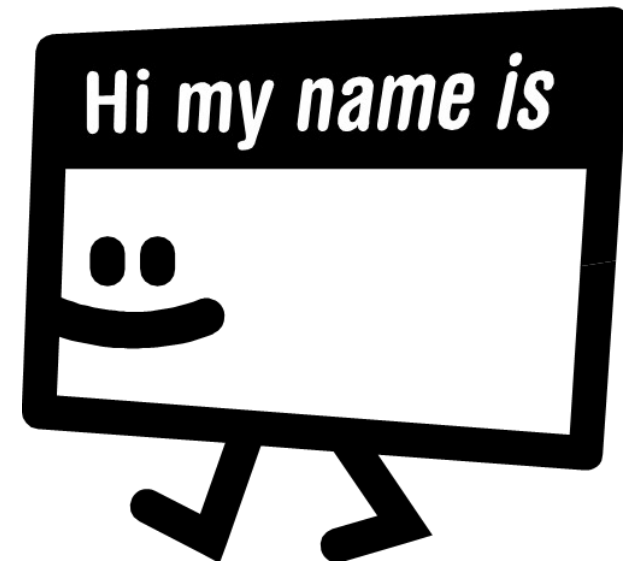
Hospitality Employees

- > Employees who are focused on guest needs have these characteristics:
 - Address guests by name
 - Are well-groomed
 - Have good posture
 - Make eye contact
 - Respond quickly to requests
 - Smile



Guest's Name

- > Use the guest's name whenever possible
- > Guests feel important and welcome
- > Are more likely to return



Well-groomed

- > Image is important
- > Employees seen by the public should have:
 - A clean uniform
 - A good appearance
 - Good grooming



Eye Contact

- > A powerful act of communication
- > Indicates a willingness to serve
- > Shows interest



Posture

- > Should be relaxed, but alert
- > Head up
- > Face should look interested
- > Project a positive attitude



Respond quickly

- > Attitude should be positive
- > Demonstrate willingness to help
- > Response should be competent
- > Show concern



Smile

> Demonstrates:

- An eagerness to help
- Care and warmth
- Friendliness
- Respect

> Also shows you enjoy your job!

