



1. Know your **PRODUCT/SERVICE**



2. Be **FRIENDLY**



3. Say **THANK YOU**



4. Support your **TEAM**



5. Show **RESPECT**



6. **LISTEN**



7. Be **RESPONSIVE**



8. Ask for **FEEDBACK**



9. Use Feedback **YOU RECEIVE**



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Provide Excellent Customer Service

KJ Lindholm-Leary



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