

# THE PERFORMANCE GROUP INC.

*We build your people, so your people can build your business!*

February 2010

## Customer Service **ANIMALS**

Is your team made up of customer service "ANIMALS?" Do they greet your customers with the energy, the smile, and the enthusiasm of this dolphin? If you've ever visited Sea World or been to an aquarium, you know what I'm talking about. Dolphins make people smile. Smiling customers are happy customers. Happy customers spread the word and send you more customers.



## Reader Feedback

*"I love winter hiking. It exposes an overlooked world of discovery."*

Jackie Clevenger

Join Our Mailing List!

## 4 Tips for providing G-r-r-eat service

1. **SMILE!** Nothing says, "I'm happy to serve you!" like a warm, friendly smile.
2. **Be a Greeeat listener.** Focus on the customer with your ears *and your eyes*. Ask follow-up questions to make sure you completely understand what they need
3. **Never "point the finger."** Don't place the blame on someone else. Customers don't care who caused the problem. They just want solutions.

Call 304-757-8125 for tools and training that will help your team delight and amaze your clients!

**Manager's Tip:** Don't forget the "*fish*." Remember the key to consistent behavior is positive reinforcement. Even dolphins won't perform for free....and neither will your people.

### Forward email

#### ✉ SafeUnsubscribe®

This email was sent to [chuck@theperformancegroupinc.com](mailto:chuck@theperformancegroupinc.com) by [chuck@theperformancegroupinc.com](mailto:chuck@theperformancegroupinc.com).  
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Email Marketing by



The Performance Group, Inc. | P. O. Box 833 | Scott Depot | WV | 25560

### **THIS IS A TEST EMAIL ONLY.**

This email was sent by the author for the sole purpose of testing a draft message. If you believe you have received the message in error, please contact the author by replying to this message. Constant Contact takes reports of abuse very seriously. If you wish to report abuse, please forward this message to [abuse@constantcontact.com](mailto:abuse@constantcontact.com).