

## The 10 Rules for Exceeding Customer Expectations

- #1 Attend to the Customer
- #2. Everything Communicates
- #3. Create A Positive Environment
- #4. Listen to the Customer
- #5. Know Your Job
- #6. View Complaints as Opportunities
- #7. Go the Extra Mile
- #8. Improve Your Customer Service Skills
- #9. Take Pride in Your Work
- #10. Leave a Positive Lasting Impression

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