



TEN COMMANDMENTS OF CUSTOMER SERVICE

A CUSTOMER: Is the MOST IMPORTANT person in our business.

**A CUSTOMER: Is NOT DEPENDENT on us.
WE ARE DEPENDENT on the customer.**

**A CUSTOMER: Is NOT AN INTERRUPTION of our work.
They are the PURPOSE of our work.**

**A CUSTOMER: Does US A FAVOR when they call.
We are NOT DOING them A FAVOR by serving them.**

**A CUSTOMER: Is a PART OF OUR BUSINESS.
NOT AN OUTSIDER.**

**A CUSTOMER: Is not a COLD STATISTIC.
They are FLESH and BLOOD with FEELINGS and EMOTIONS like ours.**

A CUSTOMER: Is NOT SOMEONE TO ARGUE or MATCH WITS WITH.

**A CUSTOMER: Brings us THEIR WANTS
It is up to us to FILL THOSE WANTS**

A CUSTOMER: Is DESERVING of the MOST COURTEOUS and ATTENTIVE TREATMENT we can give.

A CUSTOMER: Is the LIFE-BLOOD of this company.

WE HAVE ADDED THE MOST IMPORTANT COMMANDMENT OF ALL

**OUR CUSTOMERS ARE NOT ALWAYS RIGHT,
BUT OUR CUSTOMER ARE NEVER WRONG!!!**