

Top Ten Customer Service Mistakes

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- 1. Not Training Your Staff Properly**
- 2. Trying to Win the Argument with a Customer**
- 3. Being Inaccessible to Customers**
- 4. Standing by Your Policy ... No Matter What**
- 5. Failing to Keep Promises**
- 6. Keeping Poor Customer Records**
- 7. Giving Customers the Runaround**
- 8. Sending Canned Responses**
- 9. Failing to Listen to Customers**
- 10. Forgetting the Basics**



REASONS CUSTOMERS DON'T COME BACK

1% DIE

3% MOVE AWAY

5% DEVELOP OTHER RELATIONSHIPS

9% FOR COMPETITIVE REASONS

14% ARE DISSATISFIED WITH THE PRODUCT

**68% *EXPERIENCE AN ATTITUDE OF INDIFFERENCE
OR RUDENESS TOWARD THE CUSTOMER BY
THE OWNER, MANAGER OR AN EMPLOYEE***

For assistance on ALL of your Customer Service needs.....call Andrew today at 715-299-5422