

Do You Offer Poor Customer Service?

Here are 9 of the most common examples of poor customer service. Is your centre guilty of any of these?

1. Members are kept waiting
2. Members are not greeted when they arrive
3. Staff do not use members names
4. Communication skills are poor (staff lack the ability to talk to the members)
5. Your centre offers inconsistent service (good one day bad the next)
6. Members are not farewelled when they leave
7. Staff do not say thank you at the end of a sale
8. Staff do not know how to resolve a complaint correctly
9. There is no follow up on a sale