

5 Customer Service Tips

Here are 5 customer service tips that you may wish to try to improve the customer service at your centre.

1. Encourage your staff to visit your competitor's business

If your staff can see the aspects of customer service that your competitors are providing that are superior to your own, it will be easier to convince them of the benefits of excellent customer service.

2. Take your staff to a business that you admire

This may be another fitness centre, however it may be any type of business that provides outstanding customer service.

3. Have regular brainstorming sessions

Have regular meetings with your staff to discuss ways in which they believe that you can improve the service offered at your centre.

4. Reward staff for outstanding customer service

If they provide the type of service that you aspire to, reward them for this in some way.

5. Don't let service stop when busy

It is easy to provide quality customer service when you are quiet. The real test is whether these standards remain during times when you are busy or under pressure. In this situation systems are very important.