

Customer Service

Getting new customers is important, but it is customer retention that drives a business' growth. Have you made sure that your customers are supported after a sale happens?

Basic Customer Service

If there is an error, an issue, or something breaks, is there someone there to help?

Full Customer Service

Go a little further. Collect feedback and most importantly, implement some of the suggestions that are given to your company to show that you care and are listening.



Extra Mile

Shock and amaze your customers after they have purchased. Actively reach out. Actively communicate. Push new products and concepts. Add value throughout their experience. Basically, have a complete strategy that is proactive and has thought through every customer touch point after a sale.

TIP: Have a plan of attack for after the sale.

Business Solver Modules:

- ❖ Customer Wow
- ❖ Who Is Your Target Market?
- ❖ Full Offering

