ROLL OUT THE RED CARPET FOR YOUR CUSTOMERS

KEYS TO DELIVERING SENSATIONAL SERVICE ARE:

When you Roll Out the Red Carpet, they Run Out and Tell Everyone They Know.

Red Carpet Customer Service is about making the person in front of you feel like the most important person in the room.

Regardless of your job title, you can take a LEADING ROLE in delivering red carpet customer service.

You Have a Choice in Every Situation.

Choose to take Ordinary Interactions and Turn them Into Extraordinary Encounters.

TREAT CUSTOMERS LIKE STARS

SINCERELY WELCOME

TAKE NOTE & ADJUST

ACT WITH URGENCY

RESPOND & RECOVER

SURPRISE & DELIGHT

TREAT UPSET CUSTOMERS TO RED CARPET CUSTOMER SERVICE

Tune In and Listen

Respond with Empathy & Regret

Explore Solutions & Fix the Issue

Add a Little Extra • Thank the Customer • Work with your team to prevent a repeat performance

MAKE MOVIE MOMENTS

• Get to Know Your Customers
• Personalize, Surprise and Delight
• Look and Listen for Opportunities to WOW!

REMEMBER TO

• Show Up with Passion!
• Stand in the Shoes of the Customer
• Create the Illusion of the First Time
• Know Your Stuff!

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