

Customer Service Advantage

“The Edge You’ve Been Looking For”



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Great Customer Service – Gathering Feedback

Would you like an objective opinion about how your organization’s quality of service is being perceived by your customers?

Knowledgeable, Prompt, and Courteous

These three components add up to great service, and great service means:

- more customers served in a day;
- less stress for employees and customers alike; and
- a good reputation for your organization.

Step 1: Set Expectations; Step 2: Train Staff; Step 3: Evaluate Success

The first step in maximizing the service experience is setting specific service expectations in new employee orientation, performance evaluations and job descriptions. The second step is providing training so staff has the skills they require to make a great impression in any situation. The third step is the evaluation.

Mystery Shopping

Would you like an objective opinion about how the service at your organization is being perceived by your customers? Let’s find out by customizing a Mystery Shopping Program for you. In Person, Telephone, or Email shopping is available. We will make anonymous contact, and provide you the results.

Getting Started

To begin the process, **CSA** staff will meet with you and conduct a scoping meeting. We will discuss definitions of great service, staff training, and how your customers contact your business. Then we will customize a program that reflects your reality.

CSA will conduct your rounds of Mystery Shopping monthly, quarterly, or annually, depending on your needs. **CSA** will do the work independently and objectively, and provide you with the results to continually improve the service you provide to your customers every day.