

Eight Tips For Providing Excellent Customer Service

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What are the most important factors in providing excellent customer service? If you're a business owner, this is a question you should be asking yourself. Customer satisfaction directly affects your bottom line, and if you want to increase sales or maintain your current customers, it's critical that you understand what they care about most. Customer satisfaction is a significant factor in business success.

I've compiled a list of the top things I've found customers value when receiving excellent customer service. To ensure your customers feel valued and get what they want from their experience with you (and without any hassle), be sure to consider these factors:

1. Treat customers with respect.

Customers want to feel valued and appreciated. They don't want to be spoken down to or ignored. When you're providing customer service, make sure you are respectful and use a polite and helpful tone.

2. Provide prompt assistance.

In my experience, customers hate waiting. They often want help immediately and don't want to wait long for it. Put a system in place that allows customers to get assistance quickly. This could mean having someone available to answer the phone or having customer service representatives who can promptly address customer concerns.

3. Find solutions that actually meet customer needs.

Not only do many customers dislike waiting, but they also hate having to deal with the same issue repeatedly. They want their problems solved and solutions that meet their specific needs.

When you're providing customer service, take the time to understand what the customer is asking for and find a solution that works for them. Resolve any problems efficiently and as quickly as possible so that the customer doesn't have to keep coming back.

4. Communicate clearly and concisely.

Don't confuse customers about what is happening or what they need to do. When providing customer service, make sure your communication is clear and easy to understand. This includes using simple language and avoiding jargon.

5. Be honest when things go wrong.

Customers appreciate honesty. If something goes wrong, they want to know what happened, and they typically want businesses to be upfront about it. When you run into an issue, always be honest with the customer and don't try to hide anything.

6. Focus on customer satisfaction and a sense of care.

I've found that customers want to feel like they're the only person that matters and like businesses care about them. Make sure you are focused on the specific customer's needs and doing everything possible to ensure they are satisfied. Show the customer that you care about their experience and put in the extra effort to help them.

7. Have a positive attitude.

I think many of us can sense when someone is unhappy or doesn't want to be helping us — don't let this happen in your customer service. It's important to have a positive attitude and make it clear you are excited to help the customer. This can make them feel more welcome and appreciated.

8. Educate your team members about your business.

Most people want to work with people who know what they're doing. Ensure that your staff is knowledgeable about the products and services you offer. This will also help them address customer concerns quickly and effectively.

These are just a few of the most critical factors in providing excellent customer service. If you want to keep your customers happy and satisfied, make sure you focus on these key areas. With so many things to take care of in running a business, aim to make the customer experience as stress-free and pleasant for your clients as you can.