



Inspire to Reach Higher: Customer Service

**Quotes to inspire us to strive towards customer service excellence
Amey Hegde**

Inspire to Reach Higher: Customer Service

Quotes to inspire you towards customer service excellence

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Please share this free Ebook with your friends and contacts to spread a customer service mind-set.

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Introduction

As an inspirational speaker I am often amazed by the power that lies in a single quotes to transform someone's attitude. Good quotes, though short, can be profound and have the power to transform one's thoughts and actions. Empowering quotes "**I.N.S.P.I.R.E.**" us to reach higher. They:

- I**nfuse positive energy and zest for life
- N**urture new ideas and visions
- S**ummarize complex concepts and ideologies
- P**rovide us with a new perspective of seeing things
- I**nspire us to have dreams
- R**eveal the mindsets of successful people
- E**ncourage us in times of despair

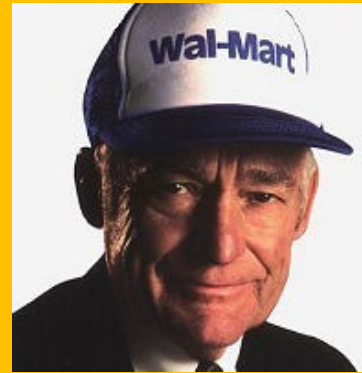
This book contains handpicked quotations to thoughtfully arranged in sections to remind us of the importance of customer service and ways to achieve excellence in customer service. I do hope the quotes in this book will inspire us to strive towards customer service excellence...

-Amey Hegde

Importance of the Customer

There is only one boss: the customer. And he can fire everybody in the company from the chairman on down, simply by spending his money somewhere else.

Sam Walton, Founder of Wal-Mart



Every company's greatest assets are its customers, because without customers there is no company.

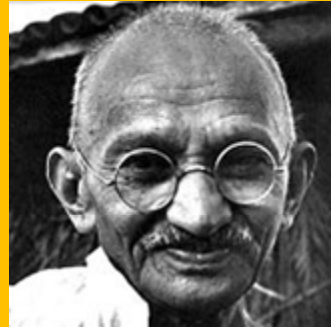
Michael LeBoeuf, Author



Importance of the Customer

***A* customer is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it.**

Mahatma Gandhi



***When* you start viewing your customers as interruptions, you're going to have problems.**

Kate Zabriskie, Author, Trainer



Importance of Customer Service

You'll never have a product or price advantage again. They can be too easily duplicated, but a strong customer service culture can't be copied.

Jerry Fritz, Professional Speaker and Trainer



Service does not exist at the expense of your profits. Profit exists because you made the investment in service.

Ron Kaufman, Author and Founder UP! Your Service



Importance of Customer Service

Although your customers won't love you if you give bad service your competitors will.

Kate Zabriskie, Author, Trainer



Merely satisfying customers will not be enough to earn their loyalty. Instead, they must experience exceptional service worthy of their repeat business and referral.

Rick Tate, Author and expert on Service Quality



Retaining Customers

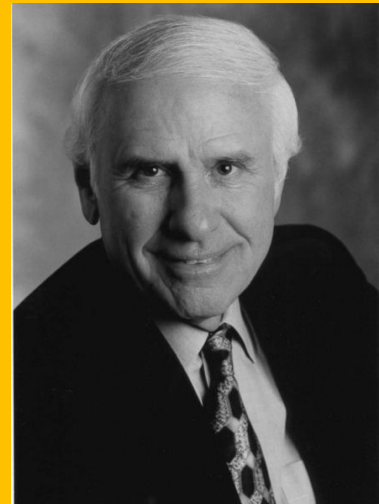
***A* 5% increase in customer retention can increase profits by at least 25%.**

*Bain & Company,
American global management consulting firm*



***If* you make a sale, you can make a living. If you make an investment of time and good service in a customer, you can make a fortune.**

Jim Rohn, Author and Motivational Speaker



Retaining Customers

Customers who are merely satisfied remain your customers only as long as everything goes their way.

Chip Bell, Author, Consultant, Keynote Speaker



Exceeding expectations is where satisfaction ends and loyalty begins.

Ron Kaufman, Author and Founder UP! Your Service



Customer Referrals

The purpose of a business is to create a customer who creates customers.

Shiv Singh, VP Social Media at Razorfish



If you do build a great experience, customers tell each other about that. Word of mouth is very powerful.

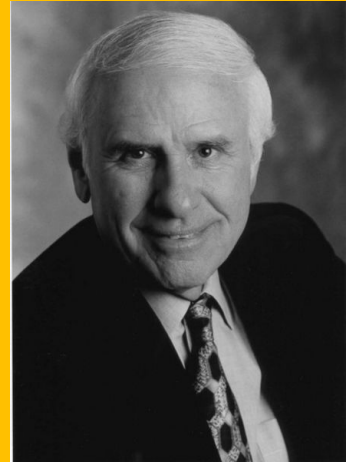
Jeff Bezos, Founder & CEO, Amazon.com



Customer Referrals

Good service leads to multiple sales. If you take good care of your customers, they will open doors you could never open by yourself.

Jim Rohn, Author and Motivational Speaker



Profit in business comes from repeat customers; customers that boast about your product and service, and that bring friends with them.

W. Edwards Deming, Author, Educator, Consultant



Customer Complaints

***A* typical business hears from only about 4% of its dissatisfied customers. 96% just go away and 91% will never come back.**

Ruby Newell-Legner, Customer Service Expert



***Your* most unhappy customers are your greatest source of learning.**

Bill Gates, Co-founder of Microsoft



Customer Complaints

Customers don't expect you to be perfect. They do expect you to fix things when they go wrong.

Donald Porter, Consultant, Former V.P. British Airways



70% of complaining customers will continue to do business with you if you resolve their complaint. 95% will continue to do business with you if you resolve the problem immediately.

Lee Resources

Happy Employees = Happy Customers

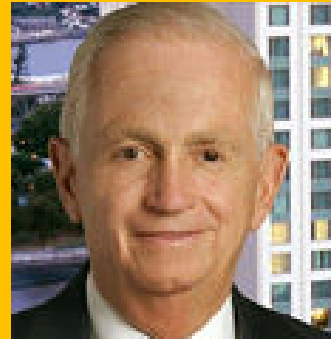
Developing great employees attracts great customers.

Ron Kaufman, Author and Founder UP! Your Service



Motivate them, train them, care about them and make winners out of them. We know if we treat our employees right, they'll treat the customers right. And if customers are treated right, they'll come back.

J.W. Marriott, Jr., CEO of Marriott International, Inc.



Happy Employees = Happy Customers

You can't expect your employees to exceed the expectations of your customers if you don't exceed the employees' expectations of management.

Howard Schultz, CEO Starbucks Coffee



Whether you are big or small, you cannot give good customer service if your employees don't feel good about coming to work.

Martin Oliver, CEO Bourbon Insurance Group



Listening to Customers

Spend a lot of time talking to customers face to face. You'd be amazed how many companies don't listen to their customers.

Ross Perot, American Businessman, Presidential Candidate



The words your customers speak are expert suggestions.

Ron Kaufman, Author and Founder UP! Your Service



Listening to Customers

***M*ake it easy for your customers to talk to you.**

Kevin Stirtz, Author, Consultant



***P*eople don't buy because they understand. They buy because they feel understood.**

Tan Suee Chieh, CEO of NTUC Income Insurance Co-operative Ltd., Singapore



Service with a Smile

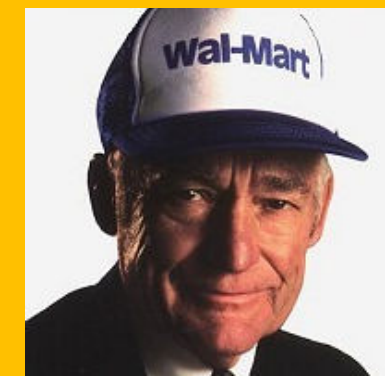
A man without a smiling face must not open a shop.

Chinese Proverb



If one of our customers comes into the store without a smile, I'll give them one of mine.

Sam Walton, Founder of Wal-Mart



Service with a Smile

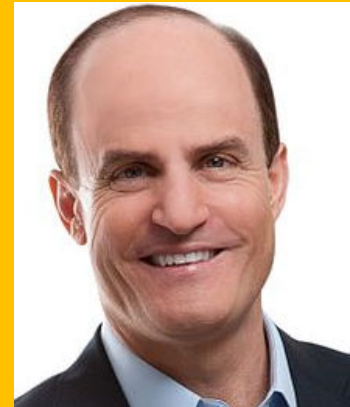
Behave toward everyone as if you are receiving a great guest.

Confucius, Chinese philosopher



If customers leave without a purchase, you have not failed. If customers leave without a smile, you have.

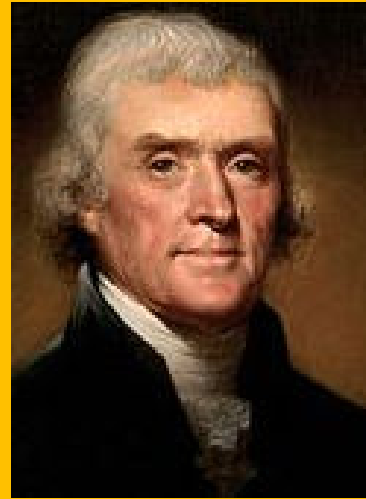
Ron Kaufman, Author and Founder UP! Your Service



Service with a Smile

***May* I never get too busy in my own affairs that I fail to respond to the needs of others with kindness and compassion.**

Thomas Jefferson, 3rd President of the United States



***To* my customer. I may not have the answer, but I'll find it. I may not have the time, but I'll make it.**

Unknown

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About This Book:

Inspiring quotes hold the power to transform one's thoughts and actions. This book contains handpicked quotes thoughtfully arranged topic-wise to remind us of the importance of customer service and ways to achieve excellence in customer service. Download Amey's other free ebooks from <http://ameyhegde.in/ebook.html>

About the Author:



Amey Hegde is an Internationally Certified Corporate Behavioral Trainer, Motivational Speaker, Management Consultant based in Goa, India.

Amey's academic qualifications include Post Graduate Studies in Behavioral Sciences Training (PGCPBST) from MIBS & graduate studies in Electronics & Telecom Engineering from Goa Engineering College. He has also been trained by eminent faculty from IITs, IISc Bangalore & SIBM Pune in areas of technology & management.

Amey has been trained to use international concepts of Edward de Bono's Six Thinking Hats® and Lateral Thinking™, Facilitation Skills to Crestcom® standards, and Neuro Linguistic Programming (NLP).

He is also certified to administer and debrief the internationally acclaimed psychometric assessment Thinking Pattern Profile™. Amey has over thirteen years of work experience in several MNCs & Fortune 100 companies in Europe and India with a varied cultural exposure while working with teams from USA, Canada, Germany, Japan & China and before stepping out into the entrepreneurial training field, was last working at Wipro Technologies, Bangalore.

Amey has trained innumerable participants - Directors, GMs, senior HR managers, trainers, executives, students, teachers, doctors, professionals, entrepreneurs from several organizations on various topics to enhance their productivity. Amey also conducts training needs identification & analysis programs, executive coaching interventions & psychometric assessments for employees. For more details visit <http://ameyhegde.in>, email amey.hegde@gmail.com

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