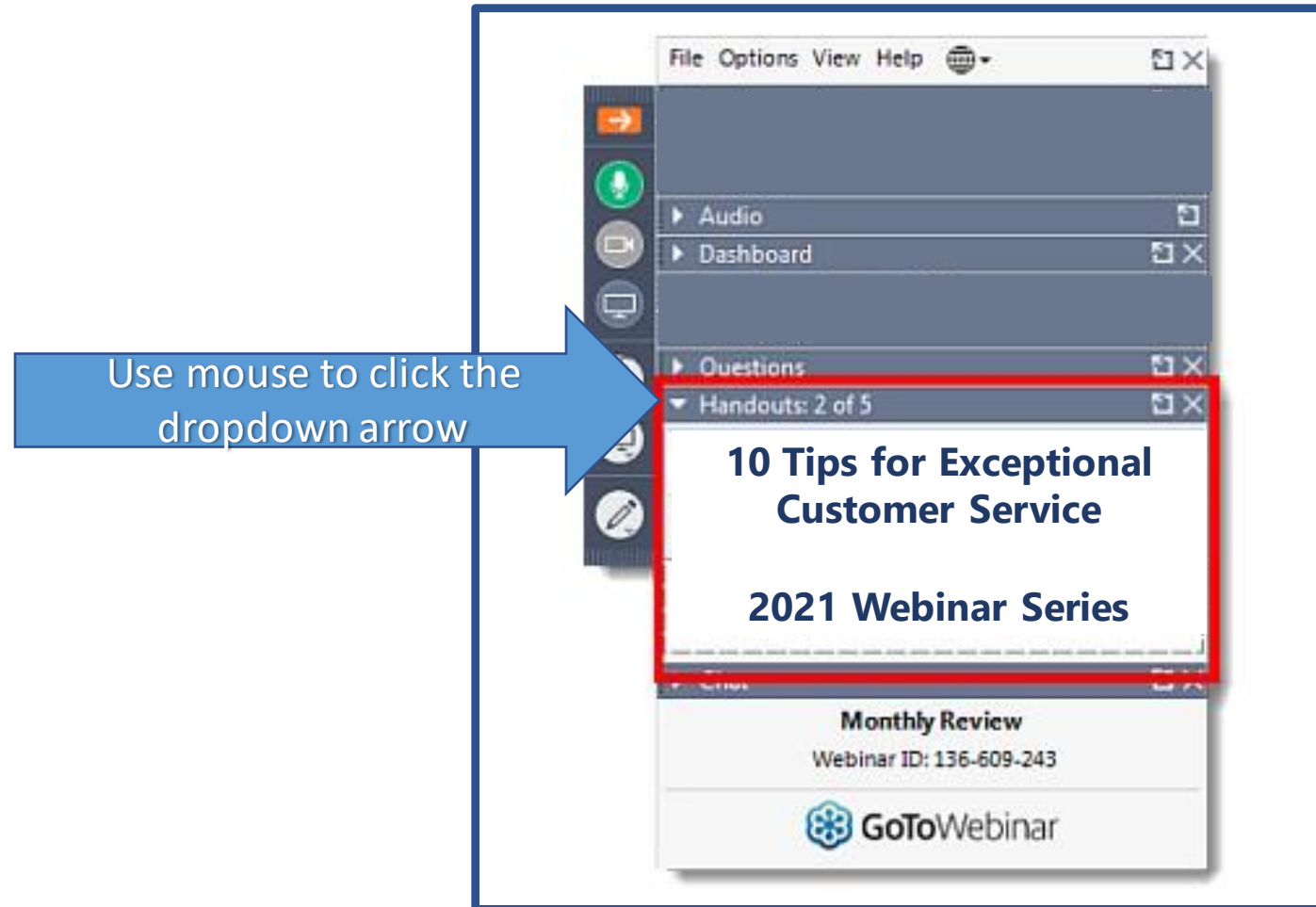


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WELCOME!

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Presented by:
Wesley
Aleshire

10 Tips for Exceptional Customer Service



Your Webinar Today is Presented by:



Thank you for joining us today!

Want to learn more?



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Today's Presentation!



Meet Your Speaker: Wesley Aleshire

- 20+ Years of Onsite & Corporate Property Management Experience
- Has trained groups in 30 States
- He once got lost while co-piloting a small plane
- He also creates digital training content and interactive experiences using Mixed Reality Technology



10 Tips For **EXCEPTIONAL** Customer Service

Facilitated by Wesley Aleshire



Discussion Categories



First
Impressions

Market
Comps

During
Conflict

The Customers
Experience



73% of customers believe that valuing their time is the most important thing a company can do.

65% of surveyed customers believe consumer reviews are more credible than an established brand reputation.

54% of customers have higher expectations for customer service today than one year ago.

Survey Your Customers

Focus on ways to create exceptional customer experiences!

“We would like to create some new and fun activities for our residents, got any ideas?”

“How could we do a better job of communicating with you?”



Find Out What Your Comps Are Doing Better Than You



#2

Self-Assess



#3

What does a Bad Customer Experience look like?

- ✓ Authoritative
- ✓ Demeaning
- ✓ Resistant
- ✓ Impatient
- ✓ Condescending



What does a Good Customer Experience look like?



- ✓ Considerate
- ✓ Empathetic
- ✓ Willing
- ✓ Patient
- ✓ Understanding



Simplify The Process

#4

“Please listen carefully as our menu options have recently changed...”



Don't Make
People Wait

#5

Communicate
Clearly & Confirm
Understanding





Genuinely Engage Your Customers

#7



Focus On What
You Can't Do

#8

Exceed
Expectations



#9

Make Customer Service A Team Effort



#10

10 Tips For **EXCEPTIONAL** Customer Service ~~Experience~~

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Upcoming Webinars 2021


Up Next: 6/10/21 at 1:00 PM CST
The Top 5 Shop Questions Your Competitors Are Missing
with Rachelle Ellington

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Questions?



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thank you!