

THE TEN PRINCIPLES BEHIND GREAT CUSTOMER EXPERIENCES



- 1** We will answer the phone with ***“Good morning/afternoon, thank you for calling Mauser, this is XXXXXXX, how may I help you?”***.
- 2** We will treasure all orders and handle each related element in a **swift manner**.
- 3** We will **respond to email and phone inquiries within 2 hrs**, even if we do not yet have a solution to share.
- 4** We will always ask, ***“Is there is anything else we can help with?”*** before ending a call.
- 5** We will approach every situation with an attitude of ***“What can I do to help?”***.
- 6** We will **stay upbeat and professional**, even when a customer is expressing frustration.
- 7** We will greet our customers (both internal and external) in a **courteous and professional manner**.
- 8** We will give customers more than they expect...***always going the extra mile***.
- 9** We will **take responsibility on behalf of the customer** - “not my department” is not a response.
- 10** We will hold ourselves and each other **accountable for achieving our service commitments**.