

CUSTOMER EXPERIENCE MANAGEMENT

Whether you know it or not, *everyone* deals with customers.

What's In It For Me?

- Building a resume
- Satisfaction of a job well done
- Good real world experience

Quick Statistics:

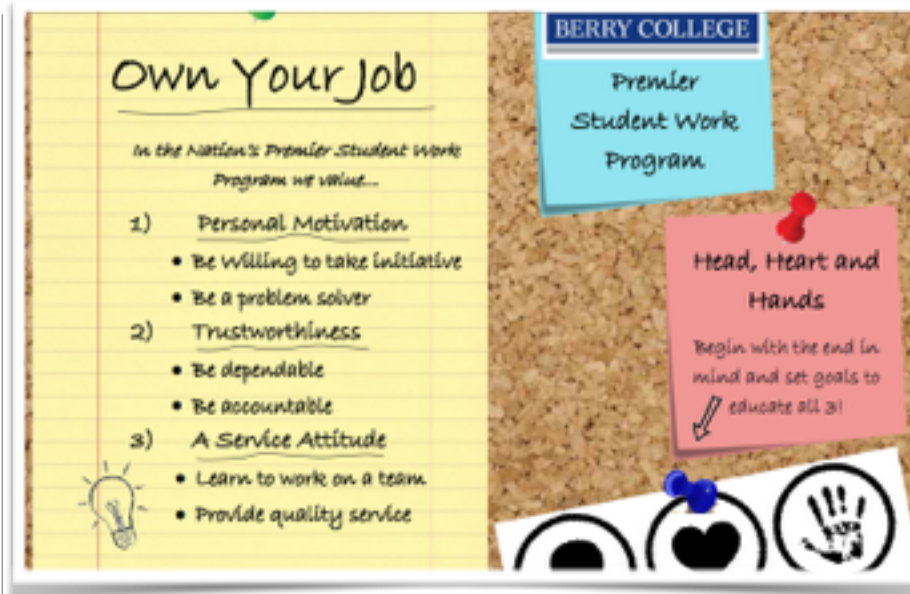
- Facebook has a 1.2 billion users
- 190 million Tweets per day
- 490 billion YouTube users
- 98% of 18-24 year-olds use Social Media

We are all interconnected with social media that "one unhappy customer can negatively impact your business, but one happy customer can drive extreme success in your business."

Tips To Know:

- Make sure to give a firm handshake
- First impressions matter so always be professional, polite, and genuine
- Image is everything

"Clothes make the man. Naked people have little or no influence on society."
- Mark Twain



The Basics:

The Don'ts:

- don't discuss/deal with problems in front of other customers
- don't lose your cool
- don't take anger personally
- don't promise more than you can deliver

The Do's:

- do communicate clearly
- do go the extra mile
- do what you say you are going to do
- do treat every customer as if they were your only customer

Core Values Within the Premier Student Work Program:

Personal motivation = Problem solving/taking initiative
Service Attitude = Providing quality service/teamwork
Trustworthiness = Dependability/Accountability

