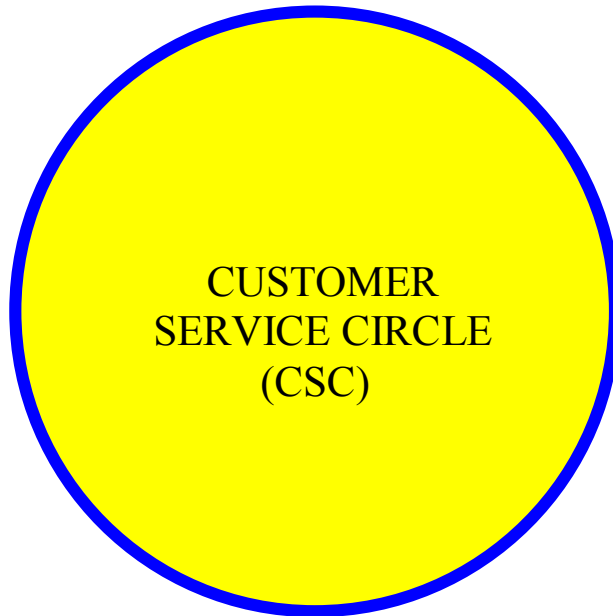


CUSTOMER SERVICE PROCEDURE



Customer Service is simply achieving a complete understanding of the customer's problem, making sure the customer understands the problem, and finally resolving the problem by reaching a completely agreed upon solution with the customer!

1. Listen unbiased to customer's problem
2. Paraphrase what you heard (Receive Clarification) (Reach agreement)
3. Make customer number 1-priority, while you are servicing them
4. Inform customer of your situation-status (Be Specific)
5. Inform customer of their situation-status (Be Specific)
6. If able to provide complete CSC at that moment without affecting other customer service issues or job requirement, then address problem (Refer to 3!)
7. Be Professional, Courteous, Direct, and Confident in your actions and language
8. Provide realistic expectations (Do Not Promise or Infer Promising Anything)
9. Provide customer updates (If Applicable) (Follow-Thru) (24-48 Hours)
10. Make sure customer completely understands update-status (Refer to 2!)
11. Prioritize workload effectively (Organization Is Paramount)
12. Complete task efficiently and effectively (Take Time To Be Thorough!)
13. Notify customer when complete (If Applicable)
14. Reach Agreed Upon Understanding Of Solution With Customer
15. Listen unbiased to customer's problem (If Solution Not Agreed Upon)
16. Review Procedure! (Refer to 1 or 15!)