



Customer Service Expert Offers Tips for a Perfect Valentine's Day

RemarkableService.org, February 11, 2007

URL: <http://www.pr9.net/business/services/5107february.html>

We can all have a great Valentine's Day. These tips from Customer Service expert show you how.

PR9.NET February 11, 2007 - Minneapolis - Too often Valentine's Day gets ruined by crowded restaurants, rude servers and cranky store clerks. Ask any friend or neighbor and you can get all kinds of real-life examples of this special holiday being undone by lousy customer service.

But it doesn't have to be that way. In fact, according to Kevin Stirtz, a customer service expert, you can get outstanding service almost 100% of the time.

"We often think of the server or store clerk as having the sole responsibility for the quality of service we receive" says Stirtz. "But it's actually a two-way street. As customers, we can directly influence how well waiters, hostesses, clerks and other service workers treat us."

Stirtz says customer service, like any social interaction, depends on both people involved. He says both people are responsible for getting the outcome they want.

"I get great service almost everywhere I go" says Stirtz. "I travel all over the USA and the level of service I get is usually very good, if I want it to be." The key, Stirtz says is to treat your server or clerk or customer service representative well.

"It's not too complicated. Treat a person well and they'll probably treat you well." Stirtz adds.

Stirtz offers these tips to make sure you have a great Valentine's Day that is not wrecked by poor customer service.

1. Be patient and understanding

Be patient with servers, hostesses, clerks and others who are helping you. Understand it's an extra busy day for them and they'd probably prefer to be with their special someone rather than serving you on Valentine's Day.

2. Avoid the crowds

Do something different and avoid the busy, trendy, popular places everyone else is going to. Find an out of the way, off the beaten path restaurant or club to dine at. Be original. Be unique.

3. Smile

It's easy to lose our smile when we're busy, rushed and hurried. Keep your smile going. It tells others you're a nice person who enjoys life. Your smile helps others around you relax and feel better. Maybe they'll smile too!

4. Treat everyone well

This sounds like common sense but if it were common, we wouldn't need books and seminars reminding people to do it. Especially on Valentine's Day when the people serving you are overwhelmed with customers, make sure you treat them as well as you would a good friend. They'll repay you with better service.

5. Respect their time

On a busy day like Valentine's Day it's even more important to respect your server's time. They have more customers and more demands so don't waste their time by being indecisive or by asking for a lot of customizations. Put yourself in their shoes.

6. Go to stores or restaurants where the employees know you

Sometimes the best service is provided by a friendly, familiar face. Even though they might be busier than usual, they'll be happy to see you and you'll have more fun.

7. Ask how they're doing (and mean it)

This is the ultimate customer service secret weapon. This simple act can take a grumpy, rushed, even irritable employee and turn them into your best friend. I've had waitresses thank me because I've taken time to focus on them rather than on my needs. This one is guaranteed to get you great service.

8. Leave a BIG tip

You might think this wouldn't influence the level of service you get, (because you leave the tip when you're done.) But it works. It works because most servers can sense people who appreciate their work enough to tip well. Call it karma or a sixth sense or whatever but it works. Plus, your generous tip sets up the next customer to get great service so you've paid it forward.

9. Thank them throughout your interaction

A lot of people will say 'thanks' at the end of their meal or transaction. But, if you find ways to thank your server or clerk throughout your interaction, you'll get much better service. Thank them at least three times and you'll be amazed at the results you get.

"At the end of the day, we're all people and we all like to be treated well" Stirtz says. "So the guaranteed way to get treated well as a customer is to treat your server well. Pretend they're an old friend and treat them that way. They'll respond by treating you like royalty, or even better, like a friend."

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About RemarkableService.org

Kevin Stirtz is known as the "Remarkable Service Guy". He's a customer service expert who helps organizations deliver Remarkable Service to all their customers all the time. His upcoming book, "63 Required Rules for Delivering Remarkable Service" is scheduled to be published this June. You can contact Kevin at <http://www.RemarkableService.org> or by calling 1-952-212-4681.

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