

HOW TO CONNECT WITH YOUR CUSTOMERS

WHAT

Excellent customer service is the reason people come back to your business!!!!!! If you cannot connect with your customers and look after them, then why should they stay loyal to your salon.

WHY

People have stopped caring. It used to always be about the customer. Falling over backwards to care for them, have their needs met, listen to their needs and wants, not any more. In today's society, we have a large percentage of people who have the "Whatever attitude". Even some business owners are you also guilty of this ?

2.

If you follow my guide we can show you. How to Connect with your Customers. This will help put people back in the salon chairs and increase your profits again.

Get the help your business needs .It's time to have your staff being more professional? Put the cash back into your cash register. Put clients in those empty chairs.

3.

Young people today take up 60% of the people looking after your business when your not their. chatting. Play with mobiles all day, or engage in conversation and don't even bother who walks into the store. On the other end of the scale, you have the mature age woman who just wants to work a few days ,to make pocket money. They feel their entitled to sitting at the counter on the phone to a friend of flipping a magazine. Oh ye, they will acknowledge you, but only when you approach them. If you are an owner of a business you have an obligation to train your staff.

Never hire staff and leave them without training. Send in secret shoppers to see how they are going. Ensure they are happy and have enough breaks. This keeps them refreshed all day to serve.

Ensure that not only your staff but you as a business owner all so have had training in Customer service. Staff can easily change their attitude, if we show them.

If they do not have a good dress code, this is also an area they can be trained in.

5.

Yes staff will complain and they won't like changes, but go back to the foundations, you own the business and they want a wage pocket. Customers should not suffer. Business needs to be friendly. but still professional.

Let's just say, that when you follow our steps, tips and guides you will increase your customer client list and maybe even a few of those old customers back.. Training and coaching will help sales people created passion back into your business. Put the "I care "about the customer first. Like it used to be

7.

You are on your way to increasing your revenue. Not more not sleeping because it's rent week, wages have to be paid. Wishing you abundance of customers as you learn new training services for your business.

If you have enjoyed this guide and would like to know more about how to improve customers service in your business or bring it back write your comments about this guide at our blog <http://www.rtheybeingserved.com>.

Happy Sales

Deborah

P.S If you would rather email us about your comments on this guide rather than blogging, send your comments to info@rtheybeingserved.com. My website also offers plenty more tips and videos to watch to help you get started. Put the customers back into your business today !