

LUIGI ITALIAN RESTAURANT

TOP 5 TIPS FOR GIVING EXCELLENT CUSTOMER SERVICE

- LISTEN TO WHAT THE CUSTOMER IS SAYING
- GIVE THE CUSTOMER WHAT THEY WANT
- BE FRIENDLY
- GREET CUSTOMERS WITH A SMILE
- MAKE CUSTOMERS FEEL IMPORTANT

CONSEQUENCES OF BAD CUSTOMER SERVICE

- LOSE CUSTOMERS
- REPUTATION DAMAGE
- LOSE PROFIT
- LOSE MARKET SHARE
- BAD NEWS SPREAD

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RAMARIYAH BRYANT ,

