



# PROFESSIONAL SERVICE DELIVERY

How to deliver great customer service and  
boost your brand

**PERSONAL BRANDING**

# Make Contact (Immediately)

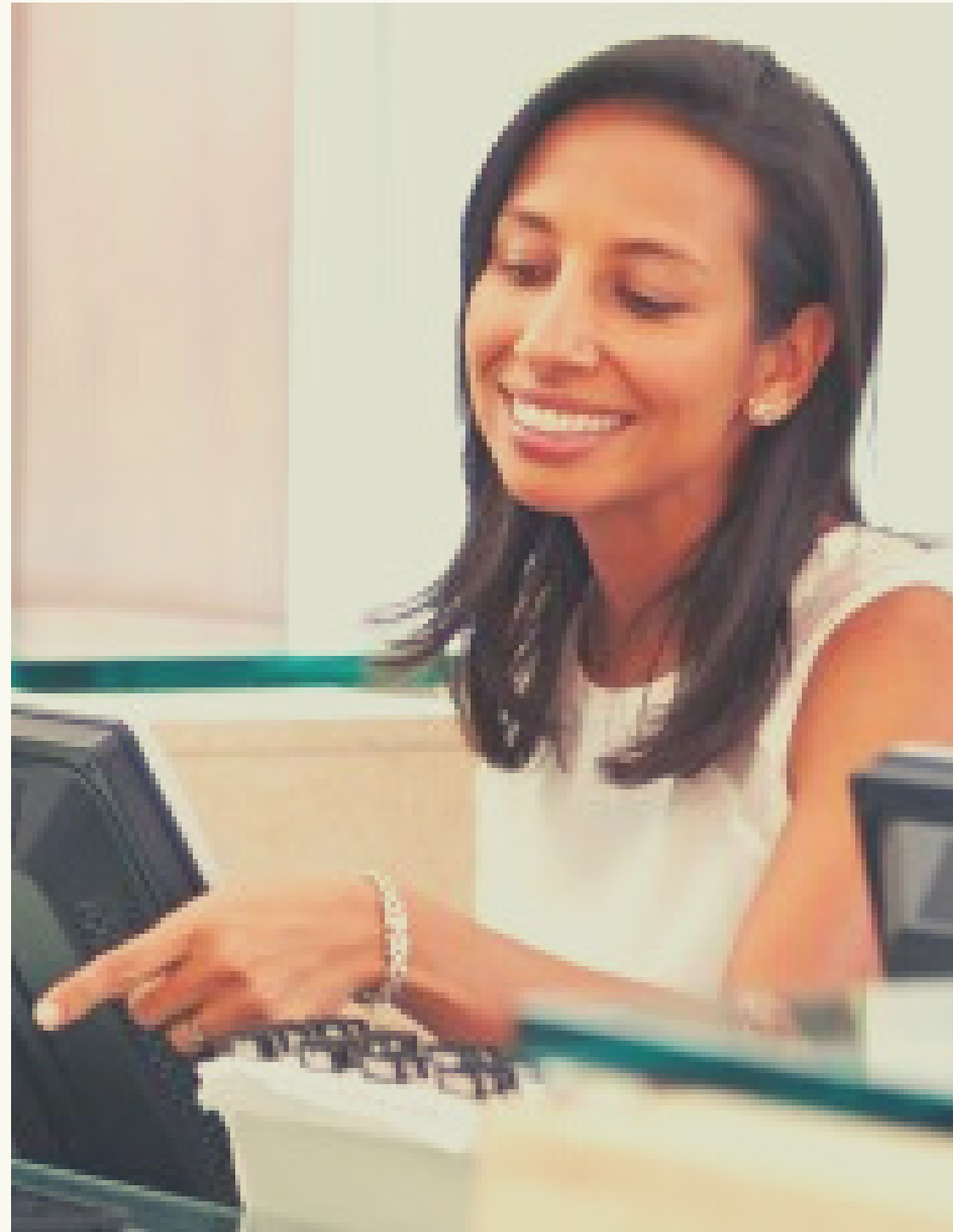
POSITIVE LANGUAGE KEEPS THE DOOR  
OPEN FOR FUTURE INTERACTIONS, AND  
THE CUSTOMER WON'T FEEL AS  
THOUGH IT WAS A WASTE OF TIME TO  
GET IN TOUCH



# ATTEND TO CLIENTS IMMEDIATELY



**SHOW POSITIVE  
BODY LANGUAGE**



**BE EAGER TO  
ASSIST**



**BE: SOUND, CHEERFUL,  
PROMPT AND EFFICIENT**

**Make customers feel comfortable**



**FIRST  
IMPRESSION  
COUNTS**



# Make the client comfortable

**WELCOME CLIENTS IN A WARM AND FRIENDLY MANNER**

**KNOW YOUR CLIENT BY NAME**

**PAY FULL ATTENTION TO ONE CLIENT AT A TIME**



# Send clients off with a smile

**KEEP THE CLIENT  
INFORMED ON WHAT  
YOU ARE DOING**

**TAKE  
RESPONSIBILITY -  
"NEVER PASS THE  
BUCK!"**





## **Make a friend**

In order to treat a customer like a friend you have to care about their needs

# Listen to your client's needs and show understanding

Make an appointment to speak with a specialist regarding our professional services. Let us know how we can help.

# Treat sensitive information confidentially

Contact Us





# APPLY SERVICE STANDARDS CONSISTENTLY

**Be honest and sincere**

A stack of books is shown in a close-up, slightly blurred perspective. The text 'CONTACT US' is overlaid in white, bold, sans-serif capital letters across the middle of the stack. The books are dark-colored with light-colored pages. The background is a dark, solid color.

**CONTACT US**

**ALWAYS KEEP YOUR PROMISE**





PERITUM

AGRI INSTITUTE