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Integrity Service Treat Your Customers

Instead of the traditional "paint an artificial smile on your face" approach, Integrity Service brings

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the whole person into the service experience, showing that good customer relationships grow from employees' beliefs about who they are and what's possible for them to achieve, what career rewards they deserve, and what value they can give customers.

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provides terrific,

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practical advice for professionals who truly desire to develop a customer-focused culture. As always, Ron Willingham puts the focus on people: their needs and desires and those who serve them." -- Beth Daniell, vice president, sales and marketing, American Red Cross

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Integrity Service: Treat Your Customers Right Customers Right ...

The successful companies are those that have integrity as one of their core values. This characteristic comes through in the way they do business and the way that they treat their customers.

Customers appreciate the organizations that work in their best interest.

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Integrity Service has so much more than your typical "how to" book on customer service. Ron Willingham takes the reader deep into valuing, listening, and really understanding

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About the Author Adam

Toporek By Adam

Toporek. Adam

Toporek is an

internationally

recognized customer

service expert, keynote

speaker, and workshop

leader. He is the author

of Be Your Customer's

Hero: Real-World Tips

& Techniques for the

Service Front Lines

(2015), as well as the

founder of the popular

Customers That Stick®

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Treat Your
blog and co-host of the
Crack the Customer
Code podcast.
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How to Treat Customers: With Respect

Your environment
leaves clues about
your identity and you
can't afford to be
messy, unkempt and
unprepared.

Organisation and
cleanliness speaks
volumes about
integrity, not just

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towards other people, but to yourselves as a company. The entire world is a spectator and it pays to put your best foot forward at all times. 4. Stay focused

8 Simple Ways to Demonstrate Honesty and Integrity in Your ...

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On the flip side,
operating with integrity
and treating everyone
who deals with you -
from service to
customers — can be
great advertising as
people mirror that
behavior and speak

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well of you. After all, you never know who's watching and you never know where another opportunity lies.

How to Treat Clients With Respect and Dignity | Bizfluent

Respect your customer by acknowledging the problem, apologizing for it, fix it immediately, and take steps to make sure it does not happen again.

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7) Keep Your Promises:
Say what you mean,
and mean...

10 Simple Ways to Show Your Customers You Care | Inc.com

Be a Good Listener:
Take the time to
identify customer
needs by asking
questions and
concentrating on what
the customer is really
saying. Listen to their
words, the tone of

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voice, body language, and most importantly, how they feel. Beware of making assumptions, thinking you intuitively know what the customer wants.

The 10 Commandments of Great Customer Service

Integrity in business can strengthen relationships with vendors and customers

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because they can trust you'll keep your promises and act honorably if something goes wrong.

Corruption, which can cause scandals and shake a corporation's reputation, is incompatible with integrity.

Integrity: What Is It? - The Balance Careers

Create more value for both internal and

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external customers.
Integrity Service aligns attitudes, beliefs and values around the behaviors that are the cornerstone of a customer-focused, problem solving culture. Learn More.
WHAT WE DO GROW
YOUR BEST
EMPLOYEES. CREATE
TRUE CUSTOMER
LOYALTY.

**Integrity Solutions -
Coaching &**
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Leadership Training

Integrity Service brings the whole person into the service experience, showing that good customer relationships grow from employees' beliefs about who they are and what's possible for them to achieve, what career rewards they deserve, and what value they can give customers.

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treat your**

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watch your... Right**

The cornerstone of every great business is customer service. By extension, then, success in business relies on your, and your employee's, customer service skills. You might think the cornerstone of your business is a great product or an effective management team. But those things are worth much less

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Treat Your
without the ability to
make your customers

Watch Your

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**The 20 Most
Important Customer
Service Skills You
Need To ...**

We commit the
resources necessary to
maintain food safety
and quality through
training, facility
improvements and
quality improvement
programs. We treat our
employees, vendors,

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customers, and
community with
respect, economic
fairness, and
environmental
integrity.

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