



*Sheena
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Ten Shades of
Sheena

Wow Your Customer

- 01) A visible commitment from the very highest in the firm Walking the Talk
- 02) Returning the calls/emails – How's your Response?
- 03) You decide the Service, they decide the Satisfaction
- 04) People buying from People before the product
- 05) Is Proactive and 'pushes out' great service It's not enough to wait on the call anymore...Add Value Now
- 06) Quality standards, measurement and appraisal... How are we doing? Our Customers decide
- 07) The system serves but sometimes we need to go beyond it
- 08) Focuses on what can be done (not on what cannot)
- 09) Thinking positively and outside the box delivers the full service value in the business
- 10) Listen. No, really Listen...now you're building rapport



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