

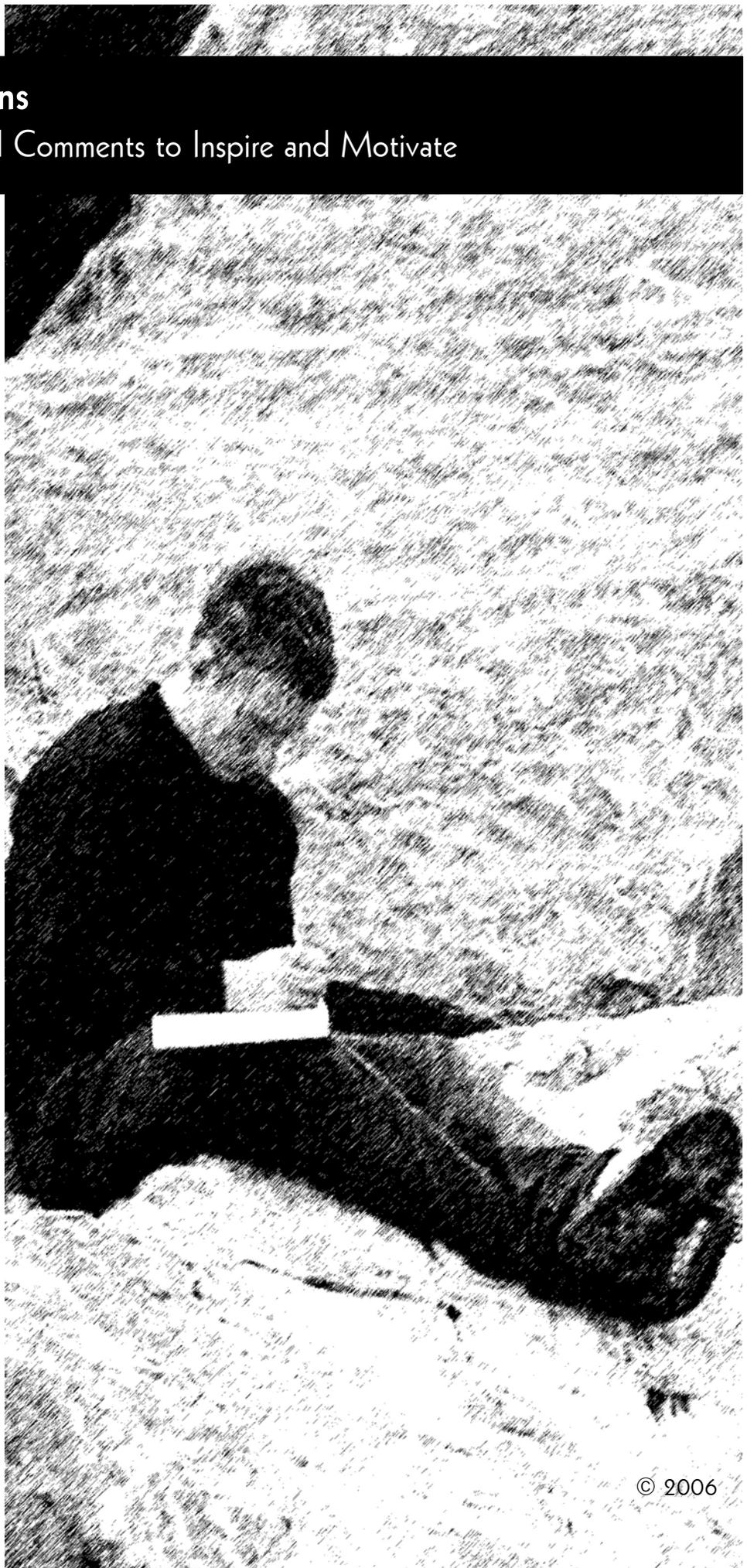
Customer Service Quotations

50+ Free Quips, Questions, and Comments to Inspire and Motivate

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A customer is the most important visitor on our premises. He is not dependent on us – we are dependent on him.

Unknown

A sale is not something you pursue, it is something that happens to you while you are immersed in serving your customer.

Unknown

As far as customers are concerned you are the company. This is not a burden, but the core of your job. You hold in your hands the power to keep customers coming back – perhaps even to make or break the company.

Unknown

Be everywhere, do everything, and never fail to astonish the customer.

Macy's Motto

Being on par in terms of price and quality only gets you into the game. Service wins the game.

Tony Alessandra

Biggest question: Isn't it really 'customer helping' rather than customer service? And wouldn't you deliver better service if you thought of it that way?

Jeffrey Gitomer

Coming together is a beginning. Keeping together is progress. Working together is success.

Henry Ford

Common sense is of paramount importance in business and customer service.

Unknown

Customer complaints are the schoolbooks from which we learn.

Unknown



Customer service is awareness of needs, problems, fears and aspirations.

Unknown

Although your customers won't love you if you give bad service, your competitors will.

Kate Zabriskie

Customer service is training people how to serve clients in an outstanding fashion.

Unknown

Customers are an investment. Maximize your return.

PeopleSoft Ad

Customers don't expect you to be perfect. They do expect you to fix things when they go wrong.

Donald Porter V.P., British Airways

Customers who don't get support become someone else's customers.

Brigade Ad

Do what you do so well that they will want to see it again and bring their friends.

Walt Disney

Don't try to tell the customer what he wants. If you want to be smart, be smart in the shower. Then get out, go to work and serve the customer!

Gene Buckley, Sikorsky Aircraft

Every great business is built on friendship.

JC Penney

Forget about the sales you hope to make and concentrate on the service you want to render.

Harry Bullis

Good leaders must first become good servants.

Robert Greenleaf

Good service is good business.

Siebel ad

Here is a simple but powerful rule: always give people more than what they expect to get.

Nelson Boswell

I don't think companies will ever be really done with being as focused on their customers as they could be.

Adam Klaber



I won't complain. I just won't come back.

Brown & Williamson Tobacco Ad

If Franz Kafka were alive today he'd be writing about customer service.

Jonathan Alter

If the shopper feels like it was poor service, then it was poor service. We are in the customer perception business.

Mark Perrault, Rally Stores

If we don't take care of our customers, someone else will.

Unknown

If you don't genuinely like your customers,

chances are they won't buy.

Tom Watson

If you don't understand that you work for your mislabeled subordinates, then you know nothing of leadership. You know only tyranny.

Dee Hock, CEO Emertus

If you get everybody in the company involved in customer service, not only are they 'feeling the customer' but they're also getting a feeling for what's not working. That's the key -listening to make sure that you understand the customers and that you make them feel that you understand. When a customer calls up with a complaint, we obviously can't change the past. But we have to deal with the problem.

Penny Handscomb

If you want to be creative in your company, your career, your life, all it takes is one easy step... the extra one. When you encounter a familiar plan, you just ask one question: What ELSE could we do?

Dale Dauten

In business you get what you want by giving other people what they want.

Alice MacDougall

In the world of Internet Customer Service, it's important to remember your competitor is only one mouse click away.

Doug Warner

It starts with respect. If you respect the customer as a human being, and truly honor their right to be treated fairly and honestly, everything else is much easier.

Doug Smith

Let me pass, I have to follow them, I am their leader.

Alexandra Ledru-Rollin

Maybe 'Customer Service' should be more than one department.

SAP Ad

Never underestimate the power of the irate customer.

Joel Ross

Organizations have more to fear from lack of quality internal customer service than from any level of external customer service.

Ron Tillotson

People don't want to communicate with an organization or a computer. They want to talk to a real, live, responsive, responsible person who will listen and help them get satisfaction.

Theo Michelson, State Farm Insurance

People expect good service but few are willing to give it.

Robert Gately

People perform best and deliver the best customer service when they like what they do.

Unknown

Quality in a service or product is not what you put into it. It is what the client or customer gets out of it.

Peter Drucker

Quality, is job one.

Ford Company

Service standards keep rising. As competitors render better and better service, customers become more demanding. Their expectations grow. When every company's service is shoddy, doing a few things well can earn you a reputation as the customer's savior. But when a competitor emerges from the pack as a service leader, you have to do a lot of things right. Suddenly achieving service leadership costs more and takes longer. It may even be impossible if the competition has too much of a head start. The longer you wait, the harder it is to produce outstanding service.

William H. Davidow

The customer's perception is your reality.

Kate Zabriskie

The first responsibility of a leader is to define reality. The last is to say thank you. In between, the leader is a servant.

Max DePree

The greatest discovery of my generation is that human beings can alter their lives by altering their attitude of mind.

William James, Psychologist

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William H. Davidow

The purpose of a business is to create a mutually beneficial relationship between itself and those that it serves. When it does that well, it will be around tomorrow to do it some more.

John Woods

The quality of our work depends on the quality of our people.

Unknown

The single most important thing to remember about any enterprise is that there are no results inside its walls. The result of a business is a satisfied customer.

Peter Drucker

The true leader serves. Serves people. Serves their best interests, and in doing so will not always be popular, may not always impress. But because true leaders are motivated by loving concern rather than a desire for personal glory, they are willing to pay the price.

Eugene B. Habecker

The way to a customer's heart and wallet lies in how well we initially serve our customers and recover from poor service.

Unknown

There are no traffic jams along the extra mile.

Roger Staubach

There is only one boss. The customer. And he can fire everybody in the company from the chairman on down, simply by spending his money somewhere else.

Sam Walton

There's a place in the world for any business that takes care of its customers--after the sale.

Harvey MacKay



To begin with, that use of automation on the phone lines is a bad move. Call centers are designed to get 'em on the line, get 'em off the line. But what companies forget is that customers know when they're being treated badly. And when you're not treated well, you're going to go somewhere else or make the company pay. You're going to call back, madder, and go for management -maybe with lawsuits.

Ann Humphries

To my customer. I may not have the answer, but I'll find it. I may not have the time, but I'll make it.

Unknown

Treat every customer as if they sign your paycheck ... because they do.

Unknown

Unless you have 100% customer satisfaction ... you must improve.

Horst Schulz

Washrooms will always tell if your company cares about its customers.

Unknown

We make our money out of our friends. Our enemies will not do business with us.

Elbert Hubbard

Well done is better than well said.

Benjamin Franklin

What we are doing is satisfying the American public. That is our job. I always say we have to give most of the people what they want most of the time. That is what is expected of us.

William Paley

Whatever your business is, talk to your customers and provide them with what they want. It makes sense.

Robert Bowman, CEO Major League Baseball Advanced Media

When you serve the customer better, there's always a return on your investment.

Kara Parlin

When you start viewing your customers as interruptions, you're going to have problems.

Kate Zabriskie

Without great employees you can never have great customer service.

Richard F. Gerson

You are serving a customer, not a life sentence. Learn how to enjoy your work.

Laurie McIntosh

You cannot always control circumstances, but you can control your own thoughts.

Charles Popplestown



You have to perform at a consistently higher level than others. That's the mark of a true professional. Professionalism has nothing to do with getting paid for your services.

Joe Paterno

You'll never have a product or price advantage again. They can be easily duplicated, but a strong customer service culture can't be copied.

Jerry Fritz

Your best customers leave quite an impression. Do the same, and they won't leave at all.

SAP Ad

Your customers expect your entire operation to revolve around them.
SAP Ad

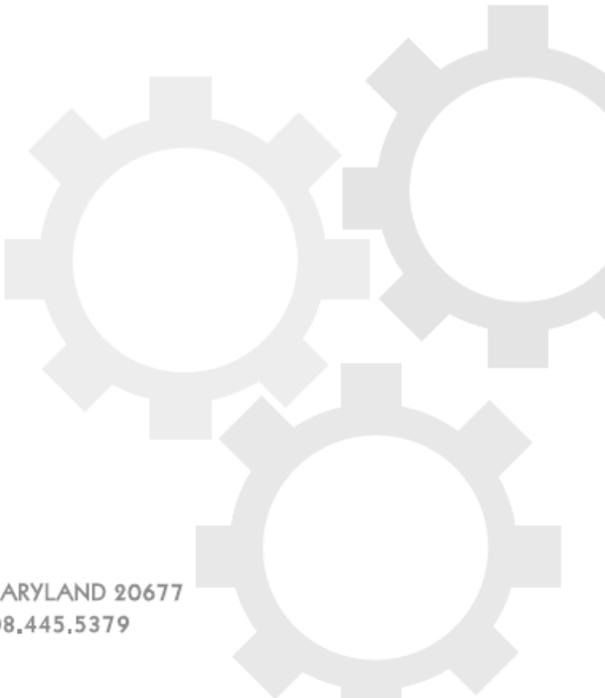
Your most unhappy customers are your greatest source of learning.
Bill Gates



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