

HER BUSINESS
MASTERCLASS



The 3 Keys to Exceptional Customer Service: Expectation. Experience. Evaluation with Michelle Pascoe

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The 8 Growth Zones



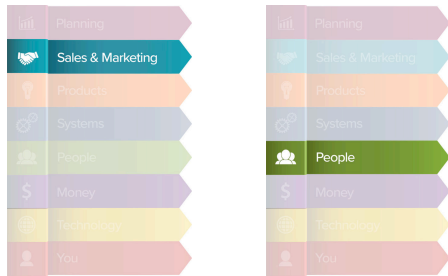
THE 8 Growth Zones

- Planning
- Sales & Marketing
- Products
- Systems
- People
- Money
- Technology
- You

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Today's Growth Zones



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Michelle Pascoe

Optimum Operating
Procedures & Services
(O.O.P.S)



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What You'll Learn in the Masterclass:

- 3 key points of customer service (Expectation, Experience & Evaluation)
- 3 steps on how to handle service recovery
- How to support your team – resilience in the workplace.

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Five generations of customers



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Expectation



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Experience



Have you delivered what you promised?



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6 Expectations of a Customer

- Acknowledgment
- Greeting
- Positive attitude
- Options & alternatives
- Fairness
- Respect



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Service Recovery

- 3 steps on how to handle customer complaints



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Resilience in the workplace



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Evaluation



Would they return and recommend you?



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MEMBER QUESTIONS



Member Offer

- Join the Second Momentum Community Facebook Group

<https://www.facebook.com/groups/2439882149664713>

- Download the 3 Step Formula that consistently creates loyal customer

<https://www.michellepascoe.com/pl/67273>







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Contact Me

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Thank You



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