

CUSTOMER SERVICE HAIKUS

HAIKUS are traditional Japanese poems originating in the 16th century. Known for their grace and evocative nature, each HAIKU contains three lines; the first line contains five syllables, the second line has seven syllables and the third line is formed of another five syllables. I penned the following HAIKUS in honor of annual Customer Service Week.

It's service season
While a hot wind always blows
I remain sedate.

The phone rings again.
I smile...angry callers curse...
Just another day.

The perfect workday
No calls and no e-mails
Today is Sunday.

Customers are mad.
I make them happy again.
I'm professional.

My que overflows
200 unread e-mails
Which to answer first?

Lots call when they're mad
Fewer call when they're happy
But always they call!

Complaints, problems too
What's a CSR to do?
Empathize with love.

I'm feeling tired;
Mirror mirror on the wall
help me with this call.

They're mad, they tell me.
I listen with compassion.
And then they thank me.

When you're stressed, relax.
When they are mean and hostile
Don't let it hurt you.

Problem solved, I write
It's another solution
Boss, I'm on a roll.

Angry, mad and irked...
That last caller was a jerk
Yet I remain calm.

How to be your best?
Service Orientation —
Toward one and to all

"Help, help," they all plea
"It doesn't work," they tell me.
Just RTFM!

*[RTFM is an acronym for
Read the <Fabulous> Manual]*

Customer Service:
A common phrase, overused.
At its core: show care.

Someone just thanked me
Not for what I said or did
But how I listened!

I'm Craig Harrison
Customer service trainer
here to serve your needs!

www.craigspeaks.com/Customer_Service.html

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Craig Harrison's Popular Service Presentations



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Stellar Service!

101 Top Drawer Tips for Bottom Line Success

In a competitive marketplace let your service differentiate you from the rest and build customers for life. Excerpted from Craig's book *STELLAR SERVICE!*, this program teaches techniques for in-person, telephone and Internet service, including dealing with difficult customers successfully.



Hello, And Thank You For Calling!

Delivering great customer service over the telephone means more than answering the phone on the first ring, or being polite and courteous to callers. **Great phone support** means managing yourself, your caller, the equipment and the process, so as to resolve problems, retain customers and strengthen relationships. Welcome to THE VOICE OF CUSTOMER SERVICE.



Turning Customer Service Inside Out!

While your focus is on serving external customers, how well are you serving the needs of your **internal customers**? It all starts within your organization. Learn how effective internal communication between departments, teamwork and recognition send a consistent message all affect your company's ability to serve all its customers!



Handling Difficult Questions & Questioners

Learn proven **strategies to respond to hostile questions**, hostile questioners and volatile situations you will inevitably encounter. Gain confidence in impromptu speaking situations, learn to pre-empt difficult questions and discover ways to finesse your question and questioner to win-wins.

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