
Great Customer Service - Where did it go?

Contributed by Amy
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Have you noticed lately that it is extremely rare these days to go anywhere and find "GREAT" customer service? You walk through your local department store and are ignored by the employees who work there. And, when you ask for their assistance, your given inadequate answers which tells you one thing; they really don't care.

What happened to the good 'ole days of going somewhere and getting superior service? Businesses used to care about getting our business and didn't want us to go to their competition; therefore, we were given outstanding customer service in order to keep them from going elsewhere. In today's society, that just doesn't happen. It's quite a shame.

It is my mission to remind the world that good customer service is not only a requirement in order to get business, but it's the right thing to do. We need to retrain the world, from the business owners and executives, right down to the employees and consumers.

As consumers, we need to start demanding that we receive better. Why do we settle for less? Why do we accept less than stellar service? It is not a request, it's a requirement! If you go into a restaurant and the food is just okay, and the service is just okay, you still give the waitress a tip, right? Well, is that because you care about the waitress and understand that she is working for less than acceptable wages and probably has a family to feed....or is it because you just accept the service you are given as standard? Ask yourself the next time you are in a restaurant! Now, please don't misunderstand. I'm not telling you not to tip your waitress. She's probably taking care of twenty other tables and is busting her ass. So, what am I telling you? Don't except less than superior service. If your waitress doesn't give you good service or the food isn't that great, then don't give a great tip and say something to the waitress about it. And furthermore, write a comment to the manager so that they know why you weren't satisfied. How else would a business know that there is a problem if we don't tell them?

And this philosophy goes for wherever you are doing business. Whether it is your local grocery store, your dentist, doctor, bank, or the super chain store, if you don't receive good service, you need to speak up.

It's time we reclaimed "Great Customer Service". It's up to all of us to do something about it. We can't just keep accepting substandard service. Don't you agree that you work too hard for the money you earn to give it away to businesses that really don't appreciate you or your business?

I urge all of you to help me in my mission to change customer service everywhere!

For more information on my views of "Great Customer Service", visit my blog at <http://what-customer-service.blogspot.com/>.

I'd love to hear what you think about the customer service you have been receiving. Please email me your thoughts at whatcustomerservice@gmail.com.

About the Author:

Amy Rodgers is an independent writer who writes to help people and for the pure joy of writing.