



# CHRISTENSEN'S PLANT CENTER

## Wholesale Supplier To Landscape Professionals

### Make sure that your customer service doesn't go splat.

A friend of mine just recommended a book to me, knowing that I am in a customer service field. The book is entitled "Be our Guest: Perfecting the art of customer service". This book was written by the Disney institute. It is the guide for their customer service.

And with recent events in my life where customer service has gone SPLAT, I thought it appropriate to write about this. We have all experienced these event in our lives. From the Target cashiers talking to each other instead of you or even ringing up your order. To the impossible to navigate to a live human in this country auto answer system. To the DTE energy phone line that I called today and got "We are experiencing heavy call volumes. Please hang up and call back later." And then it hung up on me.

It's time for all of us to look at our own customer service and make sure that we are not going SPLAT like these. And I realize that none of us is perfect. And all of our businesses are experiencing growth. But those extra five or ten seconds to make sure the customer service isn't awful could really pay off. Really looking forward to reading that book and seeing what I can learn.



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