

Happiness – Grab All You Can

I would like you to grant yourself one emotional freedom; happiness. If a customer wants to spread happiness to you, then reach out and grab as much as you can. Matter of fact, be unreasonable, and ask for more! These customers are sometimes few and far between. So let their happiness infect you and thank them for sharing. It is also the time to reciprocate, because they have brought you the fabulous gift to share, and the least we can do is offer them a big slice in return.

The number one motivator for people is recognition or praise. Do not let this customer leave your world without letting them know how their happiness has made your day. This is not the time to be shy; it is the time to let loose and be verbal! Let them know how their smile and attitude has made your day better and how much you appreciate their unconditional gift. If you don't know this already, then you should know it now: "Praise breeds change." If you praise people for their positive behavior it will, in most cases, breed more positive change. Hand it out in buckets and watch what you get back in return. Praise is a huge annuity, with a large return on your investment.

Every company that I am aware of that has a great service-culture, has found one thing to be very true; the better you treat the customer, the better they will treat you in return. The annuity in exceeding the customer's expectations is massive, and is a proactive approach to enjoying your work. If you consistently treat the customer well, then if they ever have a problem or an issue, they will more than likely approach you with respect and courtesy. Why would the customer want to show their fangs to someone who has treated them so well in the past? The energy you put out today in exceeding the customer's expectations will pay you back handsomely in the future.