

District32- Customer Service - *Going the Extra Mile*



Awareness

What does this phase currently look like?

What are the customer's needs?

What can you do to meet the needs?



Going the extra mile

Simple Ideas

Crazy Ideas



Consideration

What does this phase currently look like?

What are the customer's needs?

What can you do to meet the needs?



Going the extra mile

Simple Ideas

Crazy Ideas



Customer

What does this phase currently look like?

What are the customer's needs?

What can you do to meet the needs?



Going the extra mile

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After-sales service

What does this phase currently look like?

What are the customer's needs?

What can you do to meet the needs?



Going the extra mile

Simple Ideas

Crazy Ideas

Ask yourself every day, 'How can we keep our customers happy?'