SENTIENT

# WHAT DEFINES GOOD CUSTOMER SERVICE?

SENTIENT

Good customer service can be defined as providing efficient, effective, and courteous assistance to clients before, during, and after a transaction or interaction.

# RESPONSIVENESS

Responding promptly and courteously to the enquiries, complaints, or feedback of your customers is crucial to building a positive relationship with them

# EMPATHY

Understanding and showing empathy towards your customer's concerns and needs is an essential part of good customer service.

SENTIENT

# KNOWLEDGE

Being knowledgeable about the products and services you offer and being able to answer your customer's queries accurately promotes reliability and is essential for building trust in your business.

# PERSONALISATION

Tailoring the customer service experience to meet the individual needs and preferences of each customer can go a long way in building customer loyalty.

# TIMELINESS

Providing a timely and efficient service is critical to customer satisfaction.

# PROFESSIONALISM

Maintaining a professional and courteous demeanour at all times promotes integrity, building confidence and credibility with your customers.

SENTIENT

Overall, good customer service is about putting the customer first and providing a positive experience that meets or exceeds their expectations.

# SENTIENT

## OUR SENSE. YOUR FUTURE.

www.sentientinternational.com