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Brush, Ph.D. Analysis, Research and Training October 15, 1987 PDF U.S. Version Of Health and Human Services Day Care Centers: 1976-1984--Have you kept supply with demand? William R. Prosser Office of Social Services Policy, U.S. Department of Health and Human Services May 1986 PDF Version DEPARTMENT OF HEALTH and Human Services Child Condition: What We Know Now Virginia L. Colin Nancy Low & Associates, Inc. June 28, 1991 PDF Version DEPARTMENT OF HEALTH AND HUMAN SERVICES Department of Health and Human Services DEPARTMENT OF HEALTH AND HUMAN SERVICES MAXIMUS, Inc. April 1988 This report was prepared under contract #HHS-100-85-0004 between the HHS Office of Social Services Policy (now the Bureau of Disability, Aging and Long-Term Care Policy) and MAXIMUS, Inc. For more information on this topic, you can visit the ASPE homepage in . The project official was Sha USA Department of Health and Human Services His cart is currently empty. -- for store customer information # Date Status Total order history is empty... Sub-total: Discount: Shipping: Tax: Total order: A blonde woman jumps out of a pickup truck as men working on a construction site exchange glances, unsure of who she is. She asks him where they would like him to leave his company's container and what wasted materials he should dispose of. She informs workers that it is her first day on the job. After impeccably performing their work, the workers share words of surprise and gratitude towards their efforts. She politely asks them to call her boss and share their feelings. Minutes later, when he's retiring from the site, his phone rings with very happy construction workers telling him about this amazing employee who just went through his place. Of course, that was her, and it's not her first day at work. Meet Neenah Marie, the owner of the Bin There Dump That's San Antonio franchise. When she is not playfully breaking down gender stereotypes, Marie spends her time at the helm of one of the most popular waste removal companies in the San Antonio area. Marie, who has years of industry experience, heads a franchise with phenomenal customer service practices. The internet is full of five-star reviews for Bin There Dump That's San Antonio franchise, due in large part to Marie's creative thinking when it comes to customer service. what is your approach? 1. Educate your customers. Most businesses and residents don't know much about renting containers until it's time to rent one. With very few competitors making efforts to explain the ins and exits of working with a garbage disposal Marie saw an opening. When a customer calls Bin There Dump That, they are not sold on a product, but are educated about what they should consider when renting a container. For example, Bin There Dump Which places a board system under the bins when working at someone's entrance. With larger containers sometimes weighing up to 3,000 pounds, there is potential for serious damage to the entrance. The average customer might not be aware of this, so Bin There Dump which makes a point to mention in the calls, even if the original phone call doesn't look like it could lead to a sale. We begin to explain and educate them a little more as to what sets us apart. Marie said. And, I'm not kidding, probably 75 percent of them immediately go, Oh, well, I don't want my way in messy. Now I get it, let's do this. It makes it really nice to kindly educate someone against pushing a sale down their throat. Marie's point has value for almost every small business. Building a relationship can lead to sales, but trying to force sales to customers rarely leads to a strong relationship. Bin There Dump Found that potential customers were calling different waste disposal companies, trying to get more information about each company. By avoiding an overly commercial approach, educating consumers and being present for customers, Bin There Dump builds trust, especially compared to competing companies in the area. We buy other people who provide the same type of service and don't even answer the phone, Marie said. It's sad. We are totally separated by being educators in the industry, and in fact we answer the phone. 2. Go further. Marie and her team of garbage disposal experts do more than pick up the phone when customers call - they do their best to make their service stand out to customers. In addition to educating customers, Marie's team provides the board's system to prevent damage and sweep afterwards. No one else in the industry is going to that length, Marie said. I think that's how we remain consistent across the board. Small businesses everywhere can learn from Marie's mindset. Bin There Dump It does not compare your quality of work with what competitors do, but rather with the dream experience of your customers. If the company can make its customers happy consistently, it does the job effectively. By taking a customer-focused approach, Bin There Dump is established as a leader in its industry. While the company consistently receives positive feedback, almost all companies face negative reviews and unhappy customers at some point. When your company faces negative criticism, it is important to confront critics and until any error. In fact, one of Bin There Dump This is negative reviews from Google came from what appeared to be a fake account. Marie took note that she believed that it was fake, but I still responded to the negative review in case any potential customers were reading reviews and wanted to see the answer to a review of a star. By making the additional effort to politely respond to customer complaints, even some that might be completely inaccurate, your business builds trust among potential customers and shows how much you value the customer experience. A customer-centered approach means putting yourself in the customer's shoes and trying to understand their complaints. In many cases, being polite and friendly solves the problem. It's the goal of making sure they feel whole again, Marie said. 3. Encourage excellence. Marie gives gas cards to employees who receive congratulations from customers or positive feedback. This relatively inexpensive incentive gives employees an additional reason to strive to please customers while giving employees recognition for succeeding in their role. People are so quick to say negative things, but they're not that quick to say positive things, Marie said. I always like to reward anyone who is doing their job well. By emphasizing not only a customer-centred culture, but also an employee-centered culture, Marie makes sure everyone is still happy. Incentives for great customer service motivate Marie's team to offer the best possible service. With its team following its lead and motivated by sensible incentives, the business sustains a company culture built around going further for its customers. When new employees come in, they know exactly what to expect and how to treat customers. This makes excellence in customer service more of a habit than a task. Once you put a standard in place and the team is on board with this standard, it doesn't become a difficulty, Marie said. It just becomes a way of life.

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