



### Our New PCS Website

PCS is pleased to announce that our new website is now online! Please take a few minutes to check out our site; as you'll be able to learn more about the upgrades we've made and some of the new services that we offer. Among them is a homepage link to view your messages online. With our online messaging service, you can view and deliver your messages to the file simply by logging into your account. You'll need to call us to activate your account, and we will set a secure password in the system for you. If you click the [News](#) link, you'll be able to view our prior newsletters, in case you missed them. Watch for more features to be added later this year. We'll be adding more content, a blog and other useful information about providing great customer service and the telephone answering service & telecom industries. Find us on the web at [www.pcscallcenter.com](http://www.pcscallcenter.com).

### Ten Do's of Really Great Customer Service

1. Always tell your customer what you *can* do for them. Don't begin your conversation by telling them what you *can't* do.
2. Allow angry customers to vent. Do not interrupt them or start to speak until they have finished having their say.
3. Diffuse anger by saying "I'm sorry or "I apologize."
4. Use the customer's name at different points during the conversation.
5. Make sure that your "solution" to the customer's problem is acceptable to them. Get their approval and agreement.
6. Always conclude a conversation with a "Thank you" or a verbal message of appreciation for their business.
7. Make sure that your tone of voice is in sync with your words. Unwittingly, your tone can contradict your message.
8. Listen attentively! There is nothing worse than asking a troubled customer to *repeat* what they have just said.
9. Re-contact the customer. Go the extra step of following up on your solution.
10. Remember to ask if there is anything else that you can do. Taking the time to ask the question often results in increased business and a more committed customer.



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