

2019 Midwest Multifamily Conference

Silence is NOT Golden - Engaging Customers and Soliciting Feedback
Presented by Mark Cukro

1-704-363-6236 - www.serviceteamtraining.com

Notes

Notes:

What percentage of companies think they provide a superior service proposition?

What percentage actually do ?

A customer is _____ times more likely to defect to a competitor if the problem is service related than price or product related

Dissatisfied customers tell _____

Happy Customers tell _____

Notes:

Top 3 service: _____

Top 3 office: _____

Top 3 changes:

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Notes:

Delivery vs _____

Ways to get feedback

What is the root cause of the feedback?

Notes:

Next 3 Meeting/Discussion Topics

1. _____
2. _____
3. _____

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