



ABS - AMERICAN BUILDING SUPPLY, INC.

Customer Service Counts



“Sharpen Your Skills”

As employees, we service the customer and in our personal lives we *are* the customers. As customers, we demand it all.... great service, quality products, rock bottom prices, a big smile and a thank you!! We won't stand for less and we'll go elsewhere in a New York minute.

When it comes to *your* customer, do you let calls go to voicemail, delay calling back or worse, not at all? Do you skip the proper attention to detail resulting in errors? Do you sound annoyed because a customer wants something from you? It's really no surprise what they want.... great service, quality products, rock bottom prices, a big smile and a thank you!!

News flash: Great service is as important as great pricing. Nordstrom, for example, practices customer service as an art form but for some companies it has gone the way of the Dodo bird. Competition is fierce in these tough times and you need to be the “best of the best. Ask yourself.... are you a Picasso or a Dodo bird? How can you improve?

“Treat every customer as if they sign your paycheck...because they do.”