

WAYS TO BUILD SOLID CUSTOMER RELATIONSHIPS



01

Understand your customers

02

Provide excellent customer service

03

Personalize your interactions

04

Invest in employee training

05

Implement multichannel communication

06

Provide a variety of self-service options

07

Collect actionable customer feedback

08

Follow-up on customers

09

Be transparent

10

Appreciate and reward loyal customers

Customer Relations

Yi-Tong Ma



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