

These rules may be the key steps to enhance your customer relationships.
They may also change the way your company does business

The Customers' Bill of Rights

- ❖ Customer needs are the highest priorities for all employees.
- ❖ Customers are treated with respect and courtesy at all times.
- ❖ Customers are always right.
- ❖ Promises to Customers are always fulfilled.
- ❖ Customer telephone inquiries are returned within two hours.
- ❖ Customer requests take precedence over all internal tasks.
- ❖ Customer requests will be fulfilled in a mutually-agreeable timeframe.
- ❖ Customers are always contacted after a request has been fulfilled to ensure a satisfactory resolution.
- ❖ Apologies to Customers are conveyed both verbally and in writing.

**Go out of your way to make
your Customers' lives easier!**

How many people in your company know how to treat a customer?

Often, the only people who regularly associate with customers are in the Sales or Service organizations. *But...* in a Customer Focused Company, *all* employees know the importance of customers through highly visible campaigns and executive-level commitment. Widely displayed as part of a company-wide program, *The Customers' Bill of Rights* conveys simple yet powerful rules to teach customer care and to promote a cultural change toward enhanced customer-focus.

Development II specializes in Customer Relationship Programs.

We provide the platform and incentive to launch a company-wide awareness of Customer Satisfaction. Our methods are unique and your benefits will be significant.