

Conceptually, the main **difference between** providing “**good**” **customer service** and delivering “**great**” **customer service** is that, in the former, you are probably only barely keeping your **customers** satisfied; while in the latter, you are not only keeping them satisfied – you are also keeping them loyal!

Good customer service is about understanding your **customer's** feelings, desires, and needs in every situation. You may perceive a situation differently than the **customer**, but since you are serving him, you must default to his point of view. There is usually a very clear **difference between good and bad customer service**.

Good customer service means helping **customers** efficiently, in a friendly manner. It's essential to be able to handle issues for **customers** and to do your best to ensure they are satisfied. Providing **good service** is one of the most important things that can differentiate your business from its competitors

- Patience. If you don't see this near the top of a customer service skills list, you should stop reading. ...
- Attentiveness. ...
- Clear communication skills. ...
- Knowledge of the Product. ...
- Ability to use positive language. ...
- Acting skills. ...
- Time management skills. ...
- Ability to 'read' customer
- A calming presence
- Goal-Oriented focus
- Ability to Handle Surprises
- Persuasion skills
- Tenacity
- Closing ability
- Empathy
- Willingness to learn