

Why Customer Service

Do you know why they leave?

- ▶ 1% die
- ▶ 3% Move away
- ▶ 5% Develop other relationships
- ▶ 9% Leave for competitive reasons
- ▶ 14% are dissatisfied with product or service.
- ▶ 68% Leave because of rude or discourteous service.

Our Online Ratings

- ▶ **Facebook.com/digitalhospital.sg -> 4.8**
- ▶ **Google Business Digital Hospital -> 4.8**



John Tan

1 review

★★★★★ a month ago

I visited Guru Home Services and was attended by Niel, a pleasant and helpful person who help me in my data migration from my old laptop to my new one bought from Court yesterday. I wish to share that Niel has a good professional touch in his service and I am very pleased with his service. Thank you Niel!



Like

Response from the owner a month ago

Hi John, thank you for your 5 star review! We are glad that you had a great experience with us!



Edit



Annie Tan

1 review

★★★★★ 4 days ago

I met the guru by Courts staff Niel gave me a great help when I went towards to him for IT help. once again Thanks a lot Niel. You are the best.

Customer Recovery

Customer Recovery 4 Simple Steps

Customer Recovery: L.A.S.T

1. “L” - Listen

- Let customer release their emotion
- Information gathering
- Show customer you are there to help by
 - Acknowledging
 - Taking notes
 - Summarizing
- Try to guide customer to use their left Brain (logic) than their right brain (emotion)

Customer Recovery 4 Simple Steps

Customer Recovery: L.A.S.T

1. “A” - Apologize

- After listen, SAY “**Sorry** for

2. “S” - Solve the Problem

1. Provide a solution **RELATED** to the information gathered

3. “T” - Thank customer

1. Say, “**THANK YOU** for your patience.....”
2. **Build the relationship** back to recover the customer.

ONLY Don'ts

Don'ts - Customer Service

Customer Service

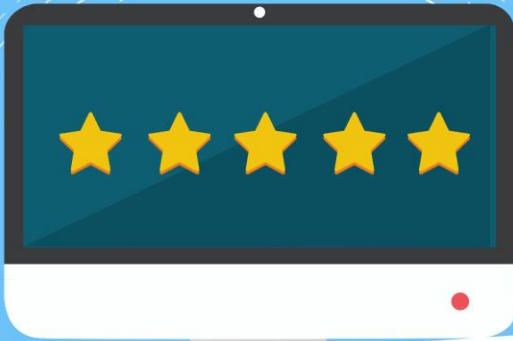
1. Don't let anyone enter the shop without a **warm greeting**
2. Don't let anyone leave the shop without a **"Thank you"**
3. Don't ask **how customers are**. You don't care, they know it.
4. Don't say **"No problem"** - Say **"You're welcome"**
5. Don't come to work without properly presented Company Uniform
6. Do not stop your **exceptional service** after the order is rung up. Final impressions are lasting impressions.

Don'ts - Customer Service

Customer Service

7. Never dismiss a customer who has a complaint; listen, take it seriously, address it. Use L.A.S.T technique.
8. Never allow bad behavior. If someone is swearing on a cellphone, politely suggest they go outside.
9. Just because we don't have an item, don't dismiss a customer. No one wants to hear, "I don't know."
10. Do not show frustration. Your only mission is to serve. Be patient; it's not easy.

How?



Leave us a google review!

For our colleagues on duty who served you well!
(And 3 minutes are all it takes)

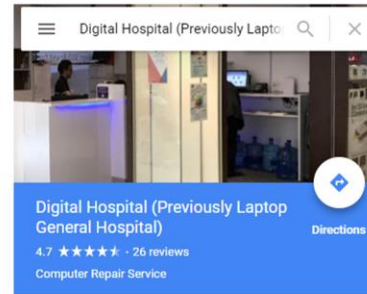
1



**ON YOUR MOBILE,
OPEN GOOGLE MAPS**

Alternatively, type in the link on your chrome or safari.
<https://www.google.com.sg/maps>

2



**SEARCH FOR
DIGITAL HOSPITAL
(PREVIOUSLY LAPTOP GENERAL HOSPITAL)**

<- You should be seeing this!

3



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"WRITE A REVIEW"**

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Hope you like our services! Please leave an honest review for us.
Do let our staff know how we can improve your experience here!