Customer Support Checklist

- Consistently structured communication (Identify or repeating issue, scope of what we will do to help, how and frequency of communication, next steps, further help). I like more informal correspondence that still hits the main topics.

- Properly formatted, no typos or slang, proper use of indentations, bullets

- Courteous and energetic

- Set realistic expectations but mentioned that there is a good chance that they could beat the expectations, didn't make a promise that they couldn't keep

- Communicated frequently

- Gave us a way to see progress throughout the project

- Delivered above and beyond expectations (surprised us with some added value that we did not expect)