**Shepard’s Consulting CSR Manual**

1. All customers must be greeted immediately and politely upon entering the establishment, speaking on the phone/email/chat, or through written communication.
2. All phone calls shall be answered before 3 rings and a customer is not to be left on hold longer than 2 minutes.
3. Admit when you are at fault and promptly correct the error.
4. Go above and beyond when resolving customer complaints, give the customer your full undivided attention.
5. To avoid delays, all employees are authorized to refund items, issuing store credits, and honoring warranties up to $200, items over $200 require management approval.
6. If customer is uncooperative, DON’T GET MAD…get a manager
7. Always remember :

Listen

Apologize

Solve

Thank