1. Provided basic technical support for clients on wide range of [Type] company products.
2. Conferred with customers about concerns with products or services to resolve problems and drive sales.
3. Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
4. Maintained accurate and current customer account data with manual forms processing and digital information updates.
5. Exceeded service objectives by applying proven customer service and sales best practices.
6. Collaborated with store management and program leadership to suggest actionable improvements and corrective action plans.
7. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
8. Managed customer relations and customer service through daily communication and interaction.
9. Processed accurate and efficient sales and return transactions to facilitate customer satisfaction.
10. Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
11. Described and explained details about over [Number] [Product or Service] options to inform customers and guide purchasing decisions.
12. Recommended items to customers based on specific needs and explained features and benefits.
13. Cultivated customer loyalty, promoted repeat customers and improved sales.
14. Developed and actualized customer service initiatives to decrease wait times.
15. Reported to work early, checked low inventory, learned sales or special offerings, and became aware of store issues.
16. Processed purchases and handled payment transactions using POS system.
17. Offered advice and assistance to customers, paying attention to special needs or wants.
18. Greeted customers entering store and promoted sales or special programs.
19. Increased regulatory compliance by accurately completing tasks and adhering to safety regulations.
20. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.