1. Promoted available products and services to customers during service, account management and order calls.
2. Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
3. Operated POS system to itemize and complete average of [Number] customer purchases.
4. Recommended, selected and helped locate and obtain out-of-stock product based on customer requests.
5. Handled high-volume paperwork and collaborated with [Type] department to resolve invoicing and shipping problems.
6. Effective liaison between customers and internal departments.
7. Maintained up-to-date knowledge of product and service changes.
8. Provided ongoing guest service, including [Product or Service] advice.
9. Developed, updated and organized [Software] databases to handle customer and [Type] data.
10. Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
11. Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
12. Acquired [Number] new customers, generating [Number]% of team revenue.
13. Recommended [Product or Service] to customers, thoroughly explaining details.
14. Promised best prices for [Type] customer services and maintained accuracy when determining quotes.
15. Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
16. Managed timely and effective replacement of damaged or missing products.
17. Improved overall efficiency [Number]% by anticipating needs and providing outstanding support.
18. Collaborated with sales team members to stay current on inventory levels, complete accurate orders and resolve item issues.
19. Assisted customers by listening closely, finding solutions to problems and making recommendations based on extensive product knowledge.
20. Effectively communicated with customers about account changes, new [Type] products or services and potential [Type] upgrades.