1. Achieved and consistently exceeded revenue quota through product and service promotion during routine calls.
2. Educated customers on promotions to enhance sales.
3. Fielded customer questions regarding available merchandise, sales, current prices and upcoming company changes.
4. Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
5. Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.
6. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
7. Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
8. Provided primary customer support to internal and external customers in fast-paced environment.
9. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
10. Offered advice and assistance to customers, paying attention to special needs or wants.
11. Evaluated account and service histories to identify trends, using data to mitigate future issues.
12. Recommended [Product or Service] to customers, thoroughly explaining details.
13. Provided information to customers regarding [Company]'s charge card and loyalty program and helped to open and activate new accounts.
14. Answered constant flow of customer calls with up to [Number] calls in queue per minute.
15. Cultivated customer loyalty, promoted repeat customers and improved sales.
16. Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
17. Consulted with outside parties to resolve discrepancies and create effective solutions.
18. Drove team revenue totals by bringing in over $[Amount] in sales.
19. Boosted sales revenue by skillfully promoting diverse [Product or Service] options.
20. Communicated with vendors regarding back order availability, future inventory and special orders.