1. Collected customer feedback and made process changes to exceed customer satisfaction goals [Number]%.
2. Assisted customers with setting appointments, shipping and special order requests, and arranging merchandise pick-up at other locations.
3. Educated customers on promotions to enhance sales.
4. Leveraged sales expertise to promote [Product or Service] and capitalize on upsell opportunities.
5. Boosted sales revenue by skillfully promoting diverse [Product or Service] options.
6. Recommended [Product or Service] to customers, thoroughly explaining details.
7. Provided information to customers regarding [Company]'s charge card and loyalty program and helped to open and activate new accounts.
8. Evaluated account and service histories to identify trends, using data to mitigate future issues.
9. Communicated with vendors regarding back order availability, future inventory and special orders.
10. Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.
11. Provided primary customer support to internal and external customers in fast-paced environment.
12. Suggested new procedure to persuade cancelling customers to stay with company, resulting in [Number]% decrease in cancellations.
13. Offered advice and assistance to customers, paying attention to special needs or wants.
14. Cultivated customer loyalty, promoted repeat customers and improved sales.
15. Answered customer telephone calls promptly to avoid on-hold wait times.
16. Entered customer interaction details in [Software] to track requests, document problems and record solutions offered.
17. Consulted with outside parties to resolve discrepancies and create effective solutions.
18. Regularly exceeded daily sales and product add-on quotas.
19. Liaised with customers, management and sales team to better understand customer needs and recommend appropriate solutions.
20. Drove team revenue totals by bringing in over $[Amount] in sales.