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Email Jane with your best and worst customer service experiences and feel free to email for advice.

Customer Service – A Fairytale



Once upon a time, an adventurous girl went to experience life in a far away place called England. Among other things, she worked nights in a restaurant on Kensington High Street that served huge plates of traditional English fare to huge Englishmen.

The girl was a pretty average waitress in terms of the finer arts of plate-carrying and not spilling things, but the customers loved her. They came back because she was Australian, funny and outgoing. The other waitresses, who happened to be from Poland, were perpetually grumpy and wore unfortunate shoes.

She was a good sport and fairly unflappable when things got busy and as such, was given the large groups of Christmas revelers to look after. Beefy businessmen ate beef and Yorkshire pudding by the truckload and after a few pints grabbed her bum.

The Polish girls looked after couples and small groups and did as little as humanly possible. They might have enjoyed the occasional grope but none was forthcoming. At the end of the night, no one could go home until the last customer left but instead of helping the Australian clear up, they sat, watching the clock.

Management decreed that all tips went into a box and at the end of the week were divided up evenly between the staff. During one particularly long, cold night, the Australian

girl was exhausted. Her bum was smarting from the pinching when low and behold, what should materialise before her? Not her fairy godmother, but something much more practical in London during the 80s – a ruddy faced pom bearing a £50 tip.

Ethically, she was supposed to put it into the tip box but she looked over at the others lolling around with the personality of dung beetles and thought bollocks.

She folded the note into a tiny square, stuffed it into her right shoe when no one was looking and paid a week's rent with it (it was the 80s).

THE MORAL?

1. Personality wins out – You can teach skills but you cannot teach attitude.
2. Some people are hired for jobs they are just not cut out for.
3. Because people own or manage a business does not necessarily mean they have any idea about how to motivate their staff. Good staff should always be rewarded.
4. Sharing tips especially with people who are mediocre or just plain lazy is stupid.

From that day on, she was happy to work hard, knowing there was a good chance she would end the week with a few quid squirreled away.

Outstanding customer service is the corner stone of growth! **HOW DO YOU SHAPE UP?**



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