

119 Study Questions

1. Who is responsible for ensuring quality service within the facility?
2. What are the basic findings of the TARP Study?
3. What three steps are required to ensure that customer service is top of mind for everyone?
4. According to James Strong, how does a company differentiate itself in the area of service quality?
5. What are the key factors in ensuring strong customer service within the facility?
6. What are the various ways to solicit feedback and who should it be solicited from?
7. What did the study by Accountemps find to be an effective method of employee motivation?
8. Identify methods for recognizing your employees for good service efforts.
9. How has social media changed the way we interact with our customers and provide quality service?