

Keys to providing excellent customer service in the field

The Field Tech app will ensure that you have all the information needed to arrive ready to succeed. Providing clients with excellent customer service is a choice you need to make. The tips below describe what your clients are looking for when you service or install their fitness equipment.

- **Be positive and friendly**
 - Smile
 - Ask how you can help
 - Use positive language
 - Demonstrate positive body language and tone of voice
 - Address the customer by name
- **Be quick**
 - Respond Quickly
 - Reduce Waiting Times
 - Keep Your Communications Concise and Focused
- **Be proactive**
 - Anticipate the Customer's Needs
 - Think one—two—or three steps ahead
 - Be aware of common customer requests and pain points
- **Be clear**
 - Use Simple and Plain Language
 - Make it easy for your customer to understand
 - Visually Highlight Key Information in Written Communications
 - Be Direct and Consistent