



Customer Service

(Characteristics of Poor Service Providers)

Presented

by

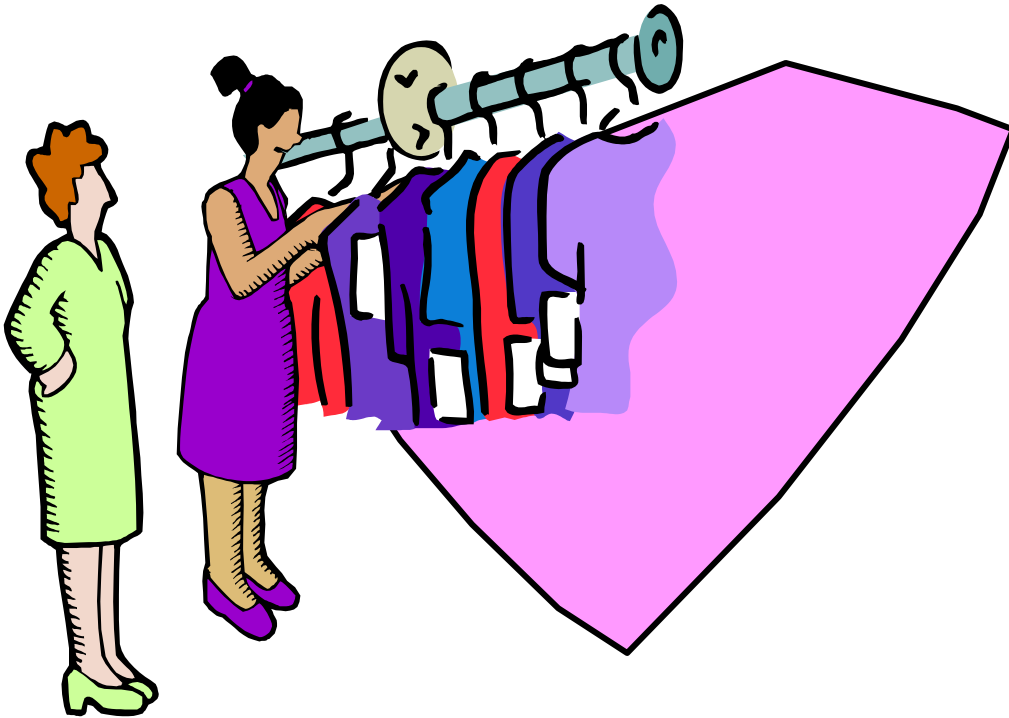
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Characteristics of Poor Service Providers



*The Bureaucrat:
someone who
believes rules are
rules, “I just work
here”.*

Characteristics of Poor Service Providers (cont.)



The Snob:
*someone who believes
customers should feel
privileged to be served.*

Characteristics of Poor Service Providers (cont.)

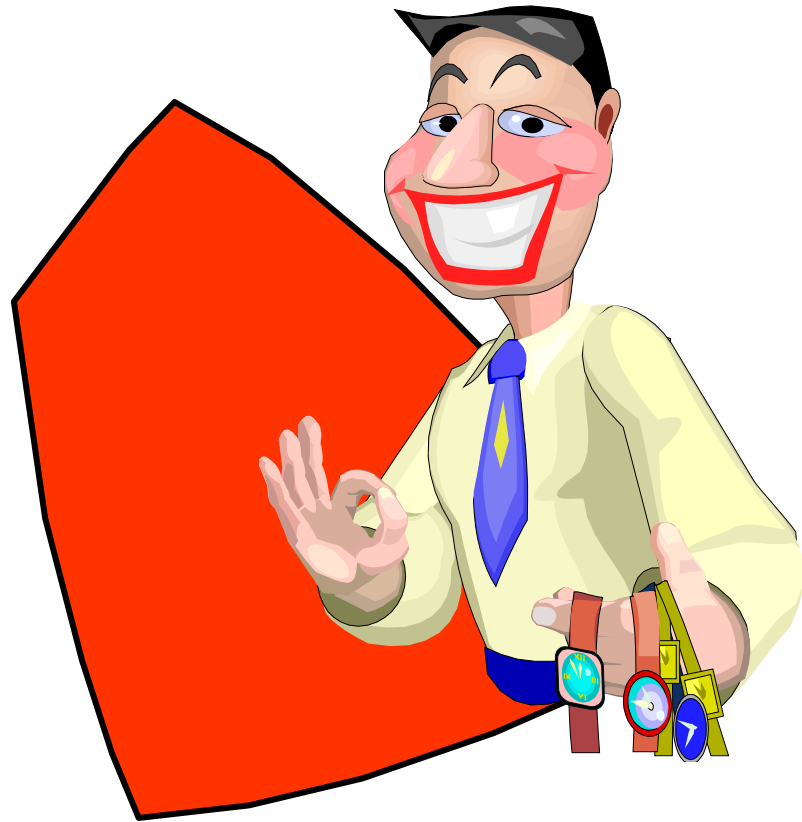


***The Amateur:**
someone who would
say, “I only just
started” or “I’m
only just filling in”.*

Characteristics of Poor Service Providers (cont.)

The Buddy:

*someone who is
overly friendly, too
forward and full of
advice.*



Characteristics of Poor Service Providers (cont.)



The Ostrich:

*someone who believes if
you keep your head down,
customers will go away.*

Characteristics of Poor Service Providers (cont.)



The Hit Man:
someone with no
interest in a
customer beyond
the sale.

Characteristics of Poor Service Providers (cont.)

The Robot:
*someone who uses
inflexible, scripted
service created to
formula.*

