## I'm not a bot



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Customer service is a grueling job. It's a test of your resilience every day. It requires you to field all incoming queries from disgruntled customers with patience, empathy, and grace, all while trying to be a model professional when representing your organization. I'm out of breath just talking about it. I'd say customer service is like a window into any
organization. It tells you a lot about the people running the business. A well-oiled customer service team that's out to ensure their customers have all the help they need is indicative of an organization that has their priorities right. So yes, it's a challenging job, but the work you're doing is important not just from a business perspective but because
you're helping people get the most out of the money they've invested in your product/service. You're helping others achieve their own goals. In this article, I've hand-picked and put together 57 customer service quotes that will inspire you and remind you of the impact you create with your work, on difficult days. If you like any of these, I'd suggest
printing them out and hanging them up by your work station! Table of Contents 1. "If you make a sale, you can make a living. If you make a ninvestment of time and good service, you can make a fortune." – Jim Rohn, entrepreneur and author 2. "To earn the respect (and eventually love) of your customers, you first have to respect those customers.
That is why Golden Rule behavior is embraced by most of the winning companies." - Colleen Barrett, Southwest Airlines President Emerita Recommended Read: 5 Real-Life Scenarios of Legendary Customer Service) 3. "Always keep in mind the old retail adage: Customers remember the service a lot longer than they remember the price." - Lauren
 Freedman, author and retail veteran 4. "The more advocates you have, the fewer ads you have to buy." - Dharmesh Shah, co-founder and CTO of Hubspot 5. "No matter how hard you try or how much you spend, your brand can't be any better than what your customers experience." - Mike Wittenstein, CX leader, founder at Storyminers 6. "I've
 learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." - Maya Angelou 7. "At any given time in your interaction with the customer, simply ask yourself this question: Is what I'm doing right now going to get that customer to come back next time?" - Shep Hyken, author and
 keynote speaker 8. "Customer service shouldn't just be a department, it should be the entire company." - Tony Hsieh, former CEO of Zappos 9. "If the shopper feels like it was poor service, then it was poor service. We are in the customer perception business." - Mark Perrault 10. "Building a good customer experience does not happen by accident. It
happens by design." - Clare Muscutt, founder and CEO of Women in CX 11. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be won or lost." - Tom Knighton 17. "Customer experience is the next competitive battleground. It's where business is going to be a supplicative battleground. To be a supplicative battleground is going to be a supplicative battlegro
Digital and Alexa Support (D2AS) 18. "It is not the employer who pays the wages." - Henry Ford 19. "Being on par in terms of price and quality only gets you into the game." - Dr. Tony Alessandra, author and business expert 20. "To give real service,
you must add something which cannot be bought or measured with money, and that is sincerity and integrity." - Douglas Adams, author 21. "Customers don't expect you to be perfect. They ex
to just meet them, but exceed them—preferably in unexpected and helpful ways." - Richard Branson, founder of Walmart and Sam's Club 24. "Courteous treatment will make a customer a walking advertisement." -
James Cash Penny 25. "It takes months to find a customer, seconds to lose one." - Vince Lombardi 26. "Do what you do so well that they will want to see it again and bring their friends." - Walt Disney 27. "Two important things are to have a genuine interest in people and to be kind to them. Kindness, I've discovered, is everything." - Isaac Bashevis,
 singer and author 28. "Make every interaction count, even the small ones. They are all relevant." - Shep Hyken, author and keynote speaker 29. "Although your customers won't love you if you give bad service, your competitors will." - Kate Zabriskie, President of Business Training Works 30. "Rule 1: The customer is always right. Rule 2: If the
customer is ever wrong, re-read Rule 1." - Stew Leonard's 31. "You don't earn loyalty in a day. You earn loyalty day-by-day." - Jeffery Gitomer 32. "It's not the customer for complaining and mean it. Most will never bother to
complain. They'll just walk away." - Marilyn Suttle 34. "Every company's greatest assets are its customers, because without customer will last." - Robert Half 36. "Customer experience is not about creating a team of superheroes...their superpower is that
they're embedded within an organization that sets the right policies and gives the right tools." - Greg Melia, CEO at CXPA 37. "It takes 20 years to build a reputation and five minutes to ruin it. If you think about that, you'll do things differently." - Warren Buffett, CEO of Berkshire Hathaway 38. "Your most unhappy customers are your greatest source
of learning." - Bill Gates, former CEO of Microsoft 39. "People just want things fixed quickly...at the end of the day they just want to get back to work." - Marti Clark, Senior Program Manager at Salesforce 40. "We have a mantra, 'don't be evil,' which [means] to do the best things we know how for our users, for our customers, for everyone." - Larry
 Page, CEO of Alphabet (parent company of Google) 41. "Customers are never actually personally angry at customer service professionals. They're angry at the company, the product, or the situation in which they find themselves. Even when they say hurtful things, it's not because of who you are as a person at the end of the day." - Maria Britton, CEO
of Trade Show Labs 42. "It's very important to have a feedback loop, where you're constantly thinking about what you've done and how you could be more valuable than $10,000 worth of advertising." - Jim Rohn, entrepreneur and author
44. "Support leadership deserves a seat at the table, period. We've been conditioned for so long to believe that what we do isn't really valuable. Because of that, we accept that we're not invited, we don't question why, and we lack the confidence to stand up for ourselves, our team, and the customer." - Sarah Caminiti, VP of Customer Success at
DNSimple Recommended read: Why Customer Support Needs a Seat at the Table 45. "The most important thing in communication is hearing what isn't said." - Peter Drucker 46. "Sales without customers will take care of your customers, and your customers will take care of
your brand." - Amit Sarda, business and CRM consultant 48. "Excellent firms don't believe in excellence - only in constant improvement and constant improvement and constant thange." - Tom Peters 49. "Face the simple fact before it gets involved. Solve the small problem before it becomes big." - Lao Tzu, Philosopher 50. "Words of comfort, skillfully administered, are the
oldest therapy known to man." - Louis Nizer, Lawyer 51. "Goodwill is the only asset that competition cannot undersell or destroy." - Marshall Field 52. "Our greatest asset is the customer as if they are the only one!" - Laurice Leitao 53. "Profit is the applause you get for taking care of your customers and creating a motivating
environment for your employees." - Anonymous 54. "The reason it seems that price is all your customers care about." - Seth Godin, author and entrepreneur 55. "What it comes down to is treating each and every interaction the way you would if a good friend were calling and asking for help.
You'd go that extra distance to make sure they have what they need." - Nicole Saunders, director of community at Zendesk 56. "Empathy and an open ear will take you a long way. Try to tune in to your customer success manager at
UserVoice 57. "Customer service is not a department, it's an attitude!" - Anonymous I hope that reading these quotes has fired you up to do the best you can at work. If there's one thing I'd like to add to this, it's that when you actually work hard and try, the results you get, whatever they may be, are very rewarding. Again I reiterate, customer
service is a challenging job, but someone has to do it. And that someone is shouldering the burden of ensuring that the customer is happy and that the organization is well represented. That's no small feat. Provision of service to customer & DMV clerk helps a customer with paperwork. Customer service is the assistance and advice provided by a
company to those who buy or use its products or service is often practiced in a way that reflects the strategies and values of a firm, and levels vary according to the industry.[1] Good quality customer service is usually measured through customer service in the industry.[1] are the industry.[1] Good quality customer service is usually measured through customer service is usually measured through customer service in the industry.[1] are the industry.[1] Good quality customer service is usually measured through customer service in the industry.[1] Good quality customer service is usually measured through customer service is usually measured through customer service in the industry.[1] Good quality customer service is usually measured through customer service in the industry.[1] Good quality customer service is usually measured through customer service in the industry.[1] Good quality customer service is usually measured through customer service in the industry.[1] Good quality customer service is usually measured through customer service in the industry.[2] Good quality customer service is usually measured through customer service in the industry.[3] Good quality customer service is usually measured through customer service in the industry.[3] Good quality customer service is usually measured through customer service in the industry in t
dependent on employees "who can adjust themselves to the personality of the customer".[2] Customer service for some firms is part of the firm's intangible assets and can differentiate it from others in the industry. One good customer service experience can change the entire perception a customer holds towards the organization.[3] It is expected that
AI-based chatbots will significantly impact customer service and call centre roles and will increase productivity substantially.[4][5][6] Many organisations have already adopted AI chatbots to improve their customer service experience.
policies or standards to guide their personnel to follow their particular service package is a combination of tangible and intangible and intangible and intangible and intangible and correct use of
a product.[9] It includes assistance in planning, installation, training, troubleshooting, maintenance, upgrading, and disposal of a product.[9] These services may even be provided at the place in which the customer makes use of the product or service. In this case, it is called "at home customer service" or "at home customer support." Customer
support is an effective strategy that ensures that the customer support had been attended to. Customer support experience, customer support experience, customer stend to be loyal to the organization, which creates a
competitive advantage over its competitors. Organizations should ensure that any complaints from customer support have been dealt with effectively.[10] Customer service may be provided in person (e.g. sales / service representative), or by automated means,[11] such as kiosks, websites, and apps. An advantage of automation is
that it can provide service 24 hours a day which can complement face-to-face customer service. [12] There is also economic benefit to the firm. Through the evolution of technology, automated services become less expensive over time. This helps provide services to more customers for a fraction of the cost of employees' wages. Automation can
facilitate customer service or replace it entirely. A popular type of automated customer service is done through interaction to give a personalized
service. The exchange the Internet of Things (IoT) facilitates within devices, lets us transfer data when we need it. Each gadget catches the information it needs while it maintains communication with other devices. This is also done through advances in hardware and software technology. Another form of automated customer service
is touch-tone phone, which usually involves IVR (Interactive Voice Response) a main menu and the use of a keypad as options (e.g. "Press 1 for English, Press 2 for Spanish").[14] In the Internet era, a challenge is to maintain and/or enhance the personal experience while making use of the efficiencies of online commerce. "Online customers are
 literally invisible to you (and you to them), so it's easy to shortchange them emotionally. But this lack of visual and tactile presence makes it even more crucial to create a sense of personal, human-to-human connection in the online arena."[15] An automated online assistant with avatar providing automated customer service on a web page Examples of
customer service by artificial means are automated online assistants that can be seen as avatars on websites, [12] These are driven by chatbots, and a major underlying technology to such systems is natural language processing. [12] These are driven by chatbots, and a major underlying technology to such systems is natural language processing.
are customer surveys and Net Promoter Score measurement, used for calculating the loyalty that exists between a provider and a consumer. [16] Many outfits have implemented feedback at point of experience. For example, National Express in the UK has invited passengers to send text messages while riding
the bus. This has been shown to be useful, as it allows companies to improve their customer service before the customer service Assurance
Customer service representative Customer service system Social skills Support automation Technical support Help desk software ^ Lucas,
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New Framework to Effectively Measure the Performance of Automated Customer Care Contact Centers. In: Neustein, A. (eds) Advances in Speech Recognition. Springer, Boston, MA. doi:10.1007/978-1-4419-5951-5 7 Retrieved from "It's easy for customer service staff to lose sight of the "why" behind their work. To help reenergize you and your
 team, we've compiled a list of 121 inspiring quotes on customer service from industry experts. We sourced words of wisdom from CX experts, customer service. We hope these quotes also provide insights into how you can create
outstanding customer experiences within your own company. After all, in the wise words of Sam Walton, "The goal of a company is to have customer service is the key that will unlock endless success for your business. Share these quotes with your team to keep them
 energized and excited about their work. 1. "Customers vote with their feet and decide if they will stay or leave based on their perception of how much we value them and how we treat them. And more are leaving every day just because of our inability to the basic blocking and tackling of delivering our products to them. Getting customers to love you
has got to start with showing them the respect they deserve by making it painless and eventually a joy to do business with you." — Jeanne Bliss | Founder and CEO of Customer 
 will, in most cases, get back a negative greeting." — Zig Ziglar | Author, salesman, and motivational speaker 3. "It's important to have well-trained employees but let us not forget: If you work just for money, you'll never make it, but if you love what
you're doing and you always put the customer first, success will be yours." — Ray Kroc | Former CEO of McDonald's 5. "Socially savvy, mobile-minded customers are the new black. NPS, revenues, and reputations will rise and fall according to how well organizations adapt to this challenge." — Martin Hill-Wilson | Owner of Brainfood Consulting 6
 "In the age of the customer, executives don't decide how customer-centric their companies are — customers do." — Kate Leggett | VP and Principal Analyst at Forrester Research 7. "Respect is how you treat everyone, not just those you want to impress." — Richard Branson | Founder of Virgin Group 8. When you're trying to make an important
 decision, and you're sort of divided on the issue, ask yourself: If the customer were here, what would she say?" — Dharmesh Shah | Founder and CTO at HubSpot 9. "Tough and uncertain times are one of the greatest opportunities to strengthen your relationship with your customers." — Paul Reilly | Professional speaker, sales trainer, and author of
 "Selling Through Tough Times" 10. "Customer data is the thread that connects all aspects of the CX strategy. It allows us to meet customer data. With the accelerated digital engagement journey of the past six months, we now have even
more data at our disposal to understand key customer segments." — Mazen Ghalayini | Managing partner, digital product & experience lab leader at West Monroe 11. "It's simple: Happy customers reward you with their loyalty. Exceptional customer service converts into customer loyalty. It converts into raving fans who will praise your team on
Twitter, and Facebook, and talk about their experience over lunch with friends. There is no greater marketing for your product than happy, surprised, raving fans, and no reason you can't start now." — Sarah Hatter | Founder of CoSupport, LLC 12. "When you are making a decision about how best to serve your customers, your own experience is
 often a better guide than a more sophisticated analysis of the market." — Richard Branson | Founder of Virgin Group 13. "Be your own customer. Travel your customer journey, and look for quick fixes. I bet there's one hanging over your head right now! A broken link, perhaps? Maybe it's an outdated catalog item or a process that takes too long. You
 need not label it a 'customer experience issue' to get support from your organization. It's broken! Make that one item a priority and fix it, then find another. The more speed bumps you remove, the better the journey will be for your customers." — Jeannie Walters | CEO and Chief Customer Experience Investigator with Experience Investigators 14.
 "Customer service is everything and anything that touches a customer — directly or indirectly. Customer service means servicing customer experience that is capable of providing a critical competitive advantage in today's
 increasingly cluttered and commoditized marketplace." — Joseph Jaffe | Author and consultant 15. "[Companies] need to figure out that when you over-promise and over-deliver, you just might gain a customer for life (not to mention a brand advocate
 whose going to tell her entire social network!)" — Denise Lee Yohn | Brand leadership expert, speaker and author of "What Great Brands Do" 16. "If you want to smile? Everything, if not smiling, prevents you from enchanting people." — Guy
 Kawasaki | Chief evangelist at Canva 17. "I believe that all brands will become storytellers, editors and publishers, all stores will become magazines, and all media companies will become storytellers, editors and publishers, all stores will become magazines, and all media companies will become storytellers, editors and publishers, all stores will become magazines, and all media companies will become storytellers, editors and publishers, all stores will become magazines, and all media companies will become storytellers, editors and publishers, all stores will become storytellers, editors and publishers, all stores will become magazines, and all media companies will become storytellers, editors and publishers, all stores will become storytellers, editors and publishers, and all media companies will become storytellers, editors and publishers, and all media companies will become storytellers, editors and publishers, and all media companies will become storytellers, editors and publishers and publishers are stored to the storytellers.
NET-A-PORTER 18. "Customers today have an 'I need it now' approach. Customer service professionals need to know how to easily access information for them to understand the context of the customer's concerns." — Daniel Fallmann | Founder of Mindbreeze At times, customer service may feel like a thankless job. Help reignite your team's
 passion for what they do by sharing words of wisdom from industry pros. 19. "What is necessary is to listen to your customers: understand their needs, expectations and jobs to be done, and design an experience that meets those needs." — Annette Franz | Founder and CEO of CX Journey Inc. 20. "Customers will never love a company until the
 employees love it first." — Simon Sinek | Author and speaker 21. "LEARN: Listen, Empathize, Apologize, Respond, and Notify." — Micah Solomon | Consultant and keynote speaker 22. "The best are just a little above average, but above average all the time." — Shep Hyken | Chief Amazement Officer and speaker with Shepard Presentations LLC 23
 "Cater to your customers' lifestyles. It will create instant rapport and a lasting sense of 'I belong here.'" — Marilyn Suttle | CEO at Suttle Enterprises LLC 24. "Be a generous contributor. We often listen to respond instead of listening to relate." — Janna Cachola | Customer service expert at Air New Zealand 25. "If the
 pursuit of customer imagination were a religion, passion would be its hymnal." — Chip Bell | Founder Chip Bell Group 26. "Customer satisfaction is worthless. Customer at Buy Gitomer 27. "Make sure the voice of the customer is the loudest voice at the strategic table."
 Skip Prichard | President and CEO at OCLC 28. "I have learned to imagine an invisible sign around each person's neck that says, 'Make me feel important!'" — Mary Kay Ash | Founder of Mary Kay Inc. 29. "Great customer is always right, it means that the customer is always honored." — Chris LoCurto
 Entrepreneur, speaker, and coach 30. "Making an emotional connect with us emotional connect with us emotional beings. We identify with others who connect with us emotional beings. We identify with others who connect with us emotional beings. We identify with others who connect with us emotional beings. We identify with others who connect with us emotional beings. We identify with others who connect with us emotional beings. We identify with others who connect with us emotional beings.
 want to bond with a brand on a deeper level. They want you to be their BFF, sherpa, and cheerleader all in one." — Charlene Walters | Author of "Launch Your Inner Entrepreneur: 10 Mindset Shifts for Women to Take Action, Unleash Creativity, and Achieve Financial Success" 32. "Customer expectations? Nonsense. No customer ever asked for the
 electric light, the pneumatic tire, the VCR, or the CD. All customer expectations are only what you and your competitor have led him to expect. He knows nothing else." — W. Edwards Deming | Author, lecturer, and management consultant 33. "When your customer experience is memorable, you turn passive users into superfans. These are brand
evangelists who are passionate about your values, offerings, and continued success. To tap into these superfans, you need to implement clear strategies that put your customers first." — Brittany Hodak | Keynote speaker Who better to speak about the customer service industry than those that have helped pioneer the current gold standard of the
customer experience? We've compiled a collection of quotes from industry experts to spark your own team's creativity. 34. "In a world where products and services are becoming more and more commoditized, customer experience is the only true differentiator." — Annette Franz | Founder and CEO of CX Journey Inc. 35. "Realize that employees and
the customers both have to be engaged, at the same time, to move your business forward for sustainable success." — Bob Thompson | CEO of CustomerThink Corp. 36. "A jigsaw puzzle is an extremely good analogy for the customer experience... you can only see the picture if you put the pieces together." — Ian Golding | CEO and Founder of
Customer Experience Consultancy Ltd. 37. "If you want your employees to make it a habit to deliver outstanding customer service, you have to make it a habit to thank them when they do." — Bill Quiseng | Chief Experience Officer and speaker 38. "A brand is what a business does, reputation is what people remember." — Ted Rubin | Social
 Marketing Strategist, Author, and Speaker 39. "A lot of B2B companies are so focused on their product, that they forget that their company has a fantastic story to tell that they can share on platforms like LinkedIn or YouTube. A lot of B2B companies underestimate that sharing their experience with your customers will increase the bond in a more
digital way." — Steven Van Belleghem | Author of "The Conversation Manager" 40. "The key is to set realistic customer expectations, and then not to just meet them, but to exceed them — preferably in unexpected and helpful ways." — Richard Branson | Founder at Virgin Group 41. "You can't transform something you don't understand. If you don't
know and understand what the current state of the customer experience is, how can you possibly design the desired future state?" — Annette Franz | Founder and CEO of CX Journey Inc. 42. "Customers are speaking to you implicitly via their behavior, captured in the footprints they leave behind in your systems." — Bob Thompson | CEO of
CustomerThink Corp. 43. "It's not the customer's duty to be loyal to you; it's your duty to be loyal to you; it's your duty to be loyal to you; that it inspires loyalty." — Steve Maraboli | Keynote speaker and business is creating a service experience so good that it inspires loyalty." — Steve Maraboli | Keynote speaker and business is creating a service experience so good that it inspires loyalty."
search engine optimization in the world can't outweigh the impact of a successful and happy customer." — Meghan Keaney Anderson | CMO at The Wanderlust Group 45. "No longer will people accept viral marketing. What consumers are expecting — and craving — is a more personalized, curated experience." — Penny Wilson | CMO at
 Appnovation 46. "Leaders often say, 'We're just getting started with customer experience,' but that's a myth. CX has been happening as long as your organization has existed — with or without your attention!" — Jeannie Walters | CEO and Chief Customer Experience Investigator with Experience Investigators 47. "The most dangerous
 customers aren't your haters; they are the 'meh' in the middle, the dissatisfied customers who don't take the time to complain." — Jay Baer | CEO of Convince & Convert and best-selling author of six business books 48. "A great customer experience needs to be holistic as well as contextual." — Jamie Edwards | Director of Talent at Deliveroo 49. "My
definition of a 'customer centric' culture is where people are asking the right questions to the right questions to the right questions more often and get the right answers more often. This is a reinforcing feedback loop. As this culture takes hold,
more and more of the solutions coming out of the group would yield positive customer experiences." — Secil Watson | Former EVP, Head of Digital Solutions for Business at Wells Fargo 50. "When a customer experiences 51. "The
question I get the most often when I walk off a physical stage, it's always somebody from a B2B company. They'd come up to me and they'd say, 'Oh great presentation. I was really inspired. Does what you talk about apply to B2B company to B2B company. They'd say, 'Oh great presentation. I was really inspired. Does what you talk about apply to B2B company.
 human beings?' And then they'd be like, 'Well, yeah.' Then customer experience applies to you because the people that are buying your product are people." — Dan Gingiss | Customer experience applies to you because the people that are buying your product are people." — Dan Gingiss | Customer experience applies to you because the people that are buying your product are people." — Dan Gingiss | Customer experience applies to you because the people that are buying your product are people." — Dan Gingiss | Customer experience applies to you because the people that are buying your product are people." — Dan Gingiss | Customer experience applies to you because the people that are buying your product are people.
commercial perspective on what works and what does not. But it doesn't capture the customers views, customer touch-points, or emotional drivers." — Tanya Ahmed | Digital marketer at Vantage Circle 53. "By automating time-consuming, repetitive tasks, you're able to free up your CSMs to focus on customers automation is successed automation is successed automation is successed."
beneficial because it eliminates human errors and minimizes wait time. However, the downside of automation is that it makes relationship building more challenging by excluding the human approach." — Gustavo Bianco | Head of Sales & Customer Success at Restream Relationship building is key to developing an impressive customer service
reputation. Here are a few inspiring quotes to help remind you about the power of nurturing relationships with customers. 54. "Get closer than ever to your customers and former chairman and CEO of Apple Inc. 55. "If you give customers are the power of nurturing relationships with customers." — Steve Jobs | Co-founder and former chairman and CEO of Apple Inc. 55. "If you give customers are the power of nurturing relationships with customers." — Steve Jobs | Co-founder and former chairman and CEO of Apple Inc. 55. "If you give customers are the power of nurturing relationships with customers." — Steve Jobs | Co-founder and former chairman and CEO of Apple Inc. 55. "If you give customers are the power of nurturing relationships with the power of nurtu
chance, they'll communicate with you in many ways." — Bob Thompson | CEO of Customer Experience, and more specifically in the memories your customer Experience, and more specifically in the memories are formed—in the peak and at the end of your experience — you
can help customers remember your experience well." — Colin Shaw | Founder and CEO of Beyond Philosophy 57. "The tides of change have been working, and customers have realized they control the brand, not the company." — Frank Eliason | Consultant at Frank Eliason | Consultant 
has not replaced the ultimate relationship building tool between a customer and a business — the human touch." — Shep Hyken | Chief Amazement Officer and speaker with Shepard Presentations LLC 59. "Every overlooked moment — those moments when they
need information or support and can't find it — matters. These are opportunities to deliver a positive experience Investigator with Experience Investigators 60. "The customer is always right. But not every customer is right for you." — John Wass | CEO and Chief Customer Experience Investigator with Experi
of Profit Isle 61. "In this day and age, it is the business that knows how to woo and win the hearts of its customer Service" 62. "It's easier to love a brand when the brand loves you back" — Seth Godin | Entrepreneur, best-selling author,
and speaker 63. "In this world, the people who interface between your organization has. And yet, if they're existing in a world where they're only told what to do, they don't have any power to share what they heard
and you've lost a massive opportunity." — Simon Mulcahy | CIO at Salesforce 64. "If people believe they share values with a company, they will stay loyal to the brand." — Howard Schultz Family Foundation, formerly Starbucks 65. "I have come to realize that customers love companies that make them feel good about
 themselves — companies that reflect what they, the customers, believe about themselves. Customers fall in love with the company that says to them, 'You are unique. You are great.'" — J.N. Halm | Author of "Customer Romance: A
 New Feel of Customer Service" 66. "Your target customers have to love you more than they hate change." — Erika Hall | Co-founder and Director of Strategy at Mule Design Studio 67. "The toughest thing about the power of trust building is that it's very difficult to build and very easy to destroy. The essence of trust building is
to emphasize the similarities between you and the customer." — Thomas J. Watson | Former chairman and CEO of IBM 68. "One of the best ways to get authentic feedback from customers does not involve fancy math or a psychology degree. If you spend more time than a quick survey, and get to a deeper level of communication, then you can get more
perspective on why a customer does what they really want. In-depth interviews can reveal a lot about what a person really thinks." — Colin Shaw | Founder and CEO of Beyond Philosophy 69. "The fundamental way to be customer-centric is to listen to customer does what they do and what they really want. In-depth interviews can reveal a lot about what a person really thinks." — Colin Shaw | Founder and CEO of Beyond Philosophy 69. "The fundamental way to be customer-centric is to listen to customer does what they do and what they really want. In-depth interviews can reveal a lot about what a person really thinks." — Colin Shaw | Founder and CEO of Beyond Philosophy 69. "The fundamental way to be customer-centric is to listen to customer does what they are consistently."
organization." — Sean McDade | CEO at PeopleMetrics 70. "Customer effort, one of the biggest predictors of loyalty after a service interaction, is formed by one-third of what the customer needs to do and two-thirds of how it feels to them." — Rick DeLisi | Co-author of the "The Effortless Experience" 71. "Customers expect information on a timely
 basis. Even when there are no updates to share, great CX means picking up the phone and explaining that you have not forgotten and that you are still working on a resolution. Silence is never an option, especially for high-paying customers." — Stacy Sherman | Founder of Doing CX Right 72. "Empathy is one of those traits that lets customers know
that you truly value them; that they are more than dollar signs to you. You're not there just to make a sale. You're there to ensure they enjoy the process and are taken care of." — Alejandra Zilak | Writer for Bluleadz Not every interaction with a client is a positive one, but there are still lessons to be learned. Use these funny customer service quotes
to boost your team's morale and keep them smiling. 73. "The mindset that the way you've always done things is still working, prevents you from opportunities to learn and grow from feedback given to you've always done things is still working, prevents you from opportunities to learn and grow from feedback given to you've always done things is still working, prevents you from opportunities to learn and grow from feedback given to you've always done things is still working, prevents you from opportunities to learn and grow from feedback given to you've always done things is still working, prevents you from opportunities to learn and grow from feedback given to you've always done things is still working, prevents you from feedback given to you've always done things is still working.
company act if every customer were your mom?" — Jeanne Bliss | Founder and CEO of Customer Bliss 75. "The 'Your payment has been processed' communication is not exactly how your mother taught you to write a thank-you note." — Jeannie Walters | CEO of Experience Investigators, and Customer Experience Speaker, Trainer, and Consultant
76. "The customer is not always right, but they are always the customer!" — Shep Hyken | Chief Amazement Officer and speaker with Shepard Presentations LLC 77. "Saying hello doesn't have an ROI. It's about building relationships." — Gary Vaynerchuk | Chairman of VaynerX 78. "Customers, like spouses, can be at your beck and call if you give
 them what they need, when they need it and how they need it. Massage their ego and you have them by the heart." — J.N. Halm | Author of "Customer Romance: A New Feel of Customer Romance: A N
 customer service experience is all that it takes to turn a customer away from your company forever. Consider these quotes from industry pros on the importance of making every interaction a positive one. 80. "If you make customers unhappy on the internet, they
can each tell 6,000 friends." — Jeff Bezos | Founder and executive chairman of Amazon 81. "Good customer service at Dŵr Cymru Welsh Water 82. "When a customer complains, he is doing you a special favor; he is giving you another chance to serve him to his
 satisfaction. You will appreciate the importance of this opportunity when you consider that the customer's alternative option was to desert you for a competitor." — Seymour Fine | Author of "The Marketing Of Ideas And Social Issues" 83. "A brand not responding on Twitter is like hanging up the phone on customers. With millions watching." — Dave
 Kerpen | CEO of Celebrating Live 84. "Whether it's a bored demeanor, a dismissive look, or just plain rude behavior, sloppy customer service spells disaster faster than just about any other business transgression." — Lauren Simonds | Managing editor of Small Business Computing 85. "Any customer that walks away, disrespected and defeated,
represents tens of thousands of dollars out the door, in addition to the failure of a promise the brand made in the first place. You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily." — Seth Godin | Entrepreneur, best-selling author, and speaker 86. "You can't see it but it's happening daily."
bottom at a high rate." — Nick Mehta | CEO at Gainsight As you develop your own customer service philosophy, it can be easy to lose sight of the most crucial element: that the customer spring philosophy quotes in mind as you and your employees interact with customers on
a daily basis. 87. "When you assume negative intent, you're angry. If you take away that anger and assume positive intent, you will be amazed." — Indra Nooyi | Former chairperson and CEO of PepsiCo 88. "The most convenient brands are able to anticipate an issue that they're already ready to solve." — Jeff Toister | Author, consultant, and trainer
 89. "Both EI and IQ are important. The best customer service representatives balance product and systems knowledge with instinctive, human-centered capabilities that help them deliver extraordinary service — core to giving customers a positive brand experience." — Monika Jo | Former Director Of Communications at Mursion 90. "Imagine what
  you would like customers to say about you and then strive to be that business that gets those kinds of reviews. Start with the end in mind." — Adele Gutman Milne | Host of the Hospitality Reputation Marketing Podcast: Get Great Reviews 91. "To create customer happiness, it is equally as important to create employee happiness."
CEO and founder of Customer Experience Consultancy Ltd. 92. "We're not here just to provide an answer. We want people to connect with us as people, with our brand, and what we're doing." — Stacy Justino | Director of Customer Happiness at Wisteria 93. "The future of communicating with customers rests in engaging with them through every
possible channel: phone, e-mail, chat, Web, and social networks. Customers are discussing a company's products and brand in real time. Companies need to join the conversation." — Marc Benioff | Founder and CEO of Salesforce 94. "Your employees are your company's real competitive advantage. They're the ones making the magic happen — so
long as their needs are being met." — Richard Branson | Founder at Virgin Group 95. "Service, in short, is not what you do, but who you are. It is a way of living that you need to bring to everything you do, if you are to bring it to your customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sanders Partnership 96. "Building a good customer interactions." — Betsy Sanders | Principal at The Sandership 96. "Building a good customer interactions." — Betsy Sandership 96. "Building a good customer interactions." — Betsy Sandership 96. "Building a good customer interactions." — Betsy Sandership 96. "Building a good customer interactions." — Betsy Sandership 96. "Building a good customer interactions." — Betsy Sandership 96. "Building a good customer interactions." — Betsy Sandership 96. "Building a good customer interactions." — Betsy Sandership 96. "Building a good customer interactions." — Betsy Sandership 96. "Building a good customer interactions." — Betsy Sandership 96. "Building a good customer interactions." — Betsy Sandersh
experience does not happen by accident. It happens by design." — Clare Muscutt | Founder of Women in CX 97. "Customer service is not a department. It's a philosophy to be embraced by every member of an organization, from the CEO to the most recently hired." — Shep Hyken | Chief Amazement Officer and speaker with Shepard Presentations
LLC 98. "It shouldn't matter how or where the customers are people." — Jeff Nicholson | Global Head CRM Product Marketing of Pegasystems 99. "Consumers are statistics. Customers are people." — Stanley Marcus | Former president and chairman of
Neiman Marcus 100. "Customer service is just a day-in, day-out, ongoing, never-ending, unremitting, persevering, compassionate type of activity." — Leon Gorman | Former president and chairman of L.L.Bean 101. "The most important thing you can do is make the distinction between customer service and quest hospitality. You need both things to
thrive, but they are completely different." — Danny Meyer | Founder of Shake Shack 102. "Like the perfect score to a film, a good user experience is unobtrusive and transparent to the consumer because 'it just works.'" — Jeff Olson | Vice President of Customer Experience at PaySimple 103. "If you look at feedback as a gift, you will realize that these
are customers that are trying to help you. In fact, they want you to help them. And so it's mutually beneficial. You help them, they help you by exposing an issue that you then can fix. Not only for them, but for any other customer that might be having the same problem." — Dan Gingiss | Customer experience speaker and author 104. "Research shows
that the factor most directly linked to creating a positive customer experience is actually our own employees. The fastest way to get customers to love your brand is to get employees to love their jobs." — Tiffani Bova | Global Customer service
reputation. Inspire your employees to make the best of every interaction by sharing these motivational customer service quotes. 105. "There can be no improvements if you have the silver-bullet solution mindset. There is no substitute for making the small, incremental steps to improve things over the long haul. If you are looking for a simple, easy,
quick solution, you won't find it." — Colin Shaw | Founder and CEO of Beyond Philosophy 106. "Your most unhappy customers are your greatest source of learning." — Bill Gates | Founder of Microsoft Corporation 107. "To the customer, you are the company." — Shep Hyken | Chief Amazement Officer and speaker with Shepard Presentations LLC
108. "Your most important assets are not your customers and your employees. It's how your customers and your employees feel about your company." — Bill Quiseng | Chief Experience Officer and speaker 109. "Support information is basically a gold mine of insight. And that goldmine is not just for your support department, it's for an entire
company." — Sharad Khandelwal | Co-founder and CEO of SentiSum 110. "A good design shows respect for your customer and you're either respectful of their time or respectful of their time or respectful of what it is that they desire, and so it makes a sale, you
can make a living. If you make an investment of time and good service in a customer, you can make a fortune." — Jim Rohn | Entrepreneur, author, and motivational speaker 112. "You do not get recommendations." — Ali Rayl | Vice President of Customer Experience
at Slack 113. "Reaching out to customers is the best way to be proactive instead of reactive. Recommend products that might help them. Ask them about their pain points. Gather feedback on previous transactions and make improvements based on their needs. You can also engage in social listening, checking in on what customers say about your
brand online and responding accordingly." — John Hall Co-founder of Calendar 114. "When a brand connects with their customer, that in some ways is the easy part, the hard part is keeping the customer at the center after the success/profits comes flooding in. Success can breed complacency, success can breed arrogance." — Anna Farmery | Co-
founder of Care Quality Professionals and author of Focus on Customer Experience Delivers Profit 115. "Customers don't always notice when you change something. It is not that they do not care; it is that they do not care; it is that they do not care; it is that they have other things going on in their lives. You must alert customers to change something. It is not that they do not care; it is that they have other things going on in their lives. You must alert customers to change something. It is not that they have other things going on in their lives. You must alert customers to change something. It is not that they have other things going on in their lives. You must alert customers to change something in the company of the company 
new process improves the situation." — Colin Shaw | Founder and CEO of Beyond Philosophy When it comes to sharing words of wisdom from experts in the customer service field, we would be remiss not to include quotes from the industry's movers and shakers. From Sam Walton and Jeff Bezos to Walt Disney and Steve Jobs, these industry goliaths
certainly know a thing or two about excellent customer service. 116. "I've learned that people will forget what you made them feel." — Maya Angelou | American poet, memoirist, and civil rights activist 117. "You've got to start with the customer experience and work back
toward the technology, not the other way around." — Steve Jobs | Co-founder and former chairman and CEO of Apple Inc. 118. "It is not the employer who pays the wages." — Henry Ford | Founder of Ford Motor Company 119. "It is so much easier to be nice, to be respectful,
to put yourself in your customer's shoes and try to understand how you might help them before they ask for help, than it is to try to mend a broken customer relationship." — Mark Cuban | Entrepreneur and investor 120. "The best way to find yourself in the service of others." — Mahatma Gandhi | Lawyer, anti-colonialist, and
political ethicist 121. "The achievements of an organization are the results of the Combined effort of every individual." — Vince Lombardi | Former head coach and general manager of the Green Bay Packers We hope these quotes will serve to inspire and motivate your team to create an experience that customers rave about. You can help achieve
that by ensuring your team has the proper tools to connect seamlessly with customers to quickly and effectively resolve any question or issue they might have. Nextiva offers a wide variety of service team's efficiency and gain instant customer insights to nurture relationships and create happy, lasting customers.
Nextiva helpos you seamlessly manage all voice, video, and messaging with customers on a unified platform. GettyQuality customer service executive plays in ensuring all customers receive exceptional care is key to a company's repeat business and word-of-mouth reputation.
While the responsibilities of this role may vary from one type of organization to another, playing a leadership role in advancing service guidelines within an organization. This may include developing a written guide to best practices,
creating training agendas for staffers and taking the lead in communicating service expectations within the company. An effective leader will help educate others about the important role customer service plays in the organization to help solicit buy-in and foster understanding. An individual in this role may also spearhead initiatives designed to
measure perception of existing service levels via polls, surveys, focus groups and online feedback forms. Article continuing training for existing staffers. The executive may lead the training herself, using
tools such as role-playing to help demonstrate the best ways to handle the most common types of customer service initiatives or oversee internal award and recognition programs to reinforce high-quality performance. Oversight is
a key responsibility of a customer service executive. Not only is this individual responsible for monitoring service levels and troubleshooting customer service executives. This may take the form of written or oral presentations or development of project
reports and presentations. A company's leadership will be most interested in the metrics of service levels - for example, how profits increase when customer satisfaction rises or repeat business picks up when customer service
executive's job is that of modeling quality service behaviors within an organization. This includes treating internal customers - a company's employees - with respect and appreciation, as well as carrying out the mandates of the company's employees - with respect and appreciation, as well as carrying out the mandates of the company's employees - with respect and appreciation, as well as carrying out the mandates of the company's employees.
corporate representatives and are expected to be positive models representing the company's philosophy.
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