

Princess Tea Party Business

CUSTOMER SERVICE

Module 1



Training & Support

10 Tips for excellent customer service. Employ them faithfully and you'll be amazed at the trust that is developed with your customers.

1. Always be readily available by phone
2. Return phone calls and emails promptly
3. Always present yourself professionally (no screaming kids in the background)
4. Have a clear and thorough system for taking reservations, deposits, and payments
5. Greet with the 5 second 5 feet rule
6. Smile and always greet your customers in a friendly and engaging way
7. Consistently deliver on your party packages
8. Always treat the Birthday Girl as the princess for the day
9. Always follow up with parents after a party
10. Offer your repeat customers a discount