

Your Customer's Experience

Here are a few questions you might want to answer in order to evaluate the customer's overall experience.

Ask yourself why you did business with your last client/customer?

How did you make them feel?

How did they make you feel?

What could you have done better?

Did you follow-up afterwards? If so, how?

What one thing can you do to improve the customer experience for both them, you and your team?

Is there any other questions you need to ask, if so what are they and what are the answers?

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hello@thesimpleseries.com - www.thesimpleseries.com