

# More Golden Nuggets of Sales and Service

By Nancy Friedman  
The Telephone Doctor

April 6, 2015

# Nancy Friedman

Telephone Doctor  
Customer Service Training



**Facebook:** /telephonedoctor



**Twitter:** @TelephoneDoctor



**LinkedIn:** /nancyfriedmanspeaker



**Email:** nancy@telephonedoctor.com



**eNewsletter:** Sign up at [www.nancyfriedman.com](http://www.nancyfriedman.com)



314-291-1012

1. #1 trait employers want  
in an employee

## 2. 6 touch points of communication

# 3. Don't be too busy to be nice

4. When in doubt, leave it  
out

## 5. Chatty Cathy

## 6. You are an interruption

# 7. A.S.A.P

## 8. Greeting the customer (on the phone and in person)

9. Always & never; I'm sure &  
I know

# 10. Fast/slow talkers

# 11. Enthusiasm

# 12. Empowerment

13. Don't ever argue with  
a customer

14. Can't do two things  
well at once

15. Be friendly BEFORE  
you know who it is

# 16. Leave a great LAST impression

# 17. Voice mail frustrations

# 18. You called the right place

# 19. Communications

## 20. Killer words

## 21. Email frustrations

# **Friendly Voice Newsletter**

Sign up for our monthly newsletter at either

[www.nancyfriedman.com](http://www.nancyfriedman.com)

or

[www.telephonedoctor.com](http://www.telephonedoctor.com)

# **Telephone Doctor**

Customer Service Training

30 Hollenberg Court

St. Louis, MO 63044

314-291-1012

[nancy@telephonedoctor.com](mailto:nancy@telephonedoctor.com)

[www.nancyfriedman.com](http://www.nancyfriedman.com)

[www.telephonedoctor.com](http://www.telephonedoctor.com)

**Facebook:** [/telephonedoctor](https://www.facebook.com/telephonedoctor)

**Twitter:** [@TelephoneDoctor](https://twitter.com/TelephoneDoctor)

**LinkedIn:** [/nancyfriedmanspeaker](https://www.linkedin.com/company/nancyfriedmanspeaker)