

#### Presents





### Your Customers are the Most Important Thing in the World





#### **How to Improve Your Customer Support System**





### **Develop Your Own Customer Loyalty Program**







### **Start a Referral Program**







# **Encourage Word-of-Mouth Support**







# **Keep Customers Informed**







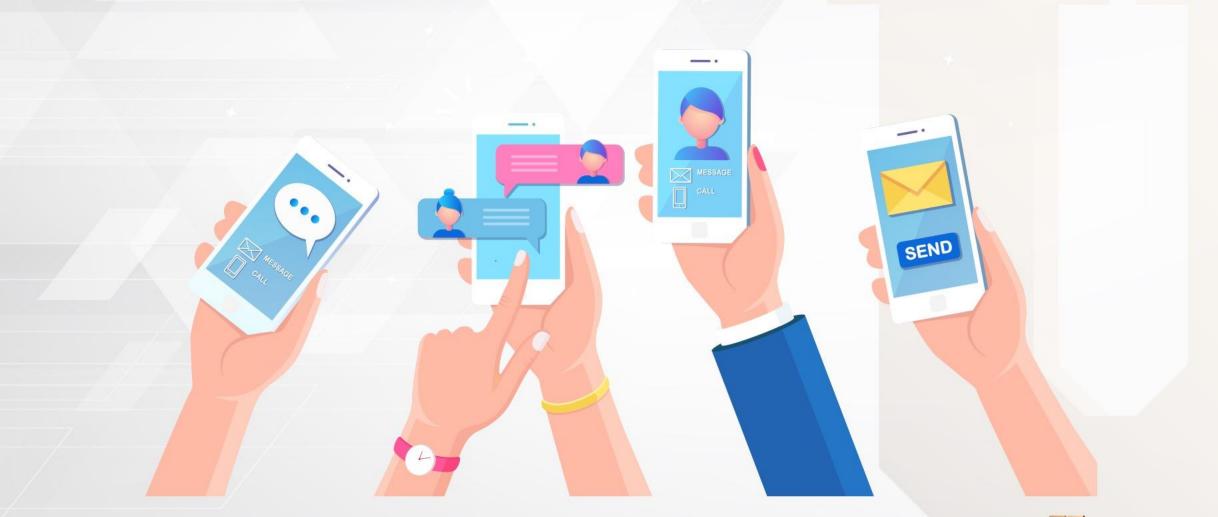
# **Send Engaging Messages**







#### **Constantly Encourage and Get Feedback from Customers**





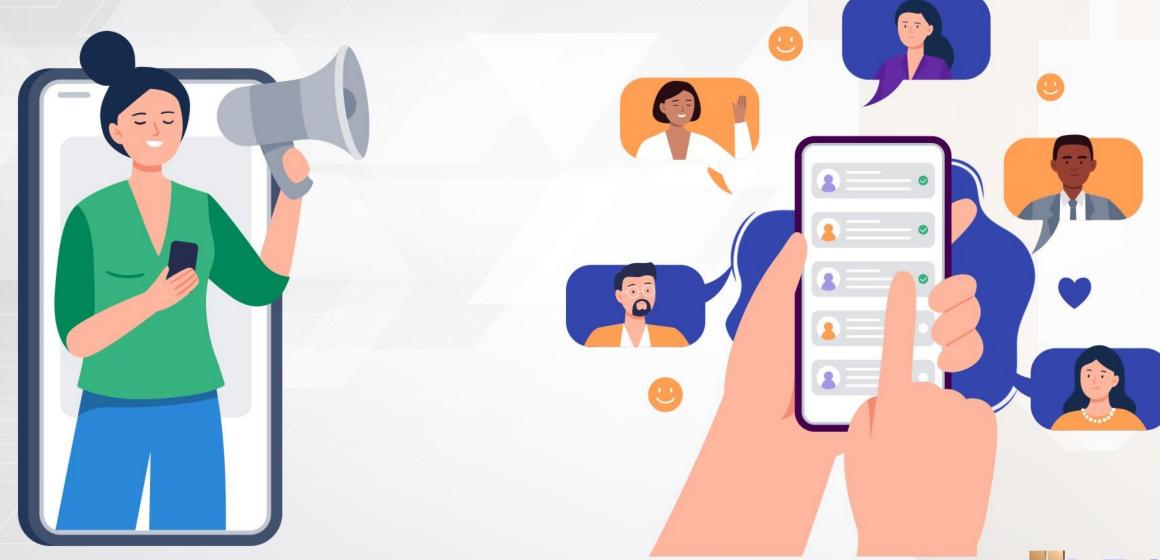


# **Keep Exceeding Customers' Expectations**





# **Become Difficult to Replace**



#### **Five to THRIVE**

List five things that you will	commit to doing o	your goals and prioritie	s change.	
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ROSA GONZALEZ



Guest Speaker

**RULENNY NUNEZ** 



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