## 20 Top Customer Service Quotes

### 2/12/16 Stepping Up Service Podcast

|  |  |
| --- | --- |
| Quote | Author of Quote |
| 1. Only satisfied customers guarantee job security. | Jack Welch |
| 1. Confidence is contagious and so is lack of confidence, and a customer will recognize both. | Vince Lombardi |
| 1. Always think of your customers as suppliers first. Work closely with them, so they can supply you with the information you need to supply them with the right products and services. | Susan Marthaller |
| 1. When you're honest about how you can change and grow, and where your weaknesses are, then you open the door for improvement and change. | Matt Dillon |
| 1. Make a customer, not a sale. | Katherine Barchetti |
| 1. Weakness of attitude becomes weakness of character. | Albert Einstein |
| 1. You can have everything in life you want if you will just help enough other people get what they want. | Zig Ziglar |
| 1. Every customer-intimate company has developed techniques for sharing among account teams the general insights on best practices gained in working with a particular client. This institutionalization of knowledge is a key to their competitive edge. | Discipline of Market Leaders |
| 1. I am the world's worst salesman, therefore, I must make it easy for people to buy. | F. W. Woolworth |
| 1. Weigh-in to Buy-in | Patrick Lencioni; Ed Gagnon - *…but don't weigh-in to get your way* |
| 1. The customer decides the company's fate. | Ed Gagnon |
| 1. Kind words can be short and easy to speak, but their echoes are truly endless. | Mother Theresa |
| 1. Worry about being better; bigger will take care of itself. Think one customer at a time and take care of each one the best way you can. | Gary Comer |
| 1. Remember that a person's name is to that person the sweetest and most important sound in any language. | Dale Carnegie |
| 1. I'm not out there sweating for three hours every day just to find out what it feels like to sweat. | Michael Jordan |
| 1. Too many managers have a 'Ready, Fire, Aim' philosophy…If we take care in the beginning, the end will take care of itself. | Norman Vincent Peale |
| 1. The only things that evolve by themselves in an organization are disorder, friction, and malperformance. | Peter F. Drucker |
| 1. Anyone who has never made a mistake has never tried anything new. | Albert Einstein |
| 1. It’s our job every day to make every important aspect of the customer experience a little bit better. | Jeff Bezos |
| 1. The best way to find yourself is to lose yourself in the service of others. | Gandhi |