



Superstar Customer Service Reference Guide

What is Customer Service?

The words customer service imply a degree of support to consumers who have already invested money into a business or who may do so in the future. All jobs require customer service at three levels:

1. **Product.** It needs to perform as promised.
2. **Price.** It needs to be honored as advertised.
3. **People.** People need to interact with customers in a helpful and courteous manner.



Beginnings Are Prophetic

Your understanding of both the importance of customer service and your role as it relates to the guest is crucial to your success as an associate. The results of your work directly contribute to ENAC's reputation and success or failure every day. Beginnings are prophetic because if you don't know or don't care what your role is from the start, a miserable outcome will likely follow. If you know your role and want to do well, you can expect a more promising outcome.

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