

IMPROVING CUSTOMER SERVICE



An easy way to earn respect and confidence from every customer.

One of the easiest ways to improve your customer service and increase your CSI score is through proper driver appearance combined with a friendly demeanor. How professional you look – and how professional your truck and gear look – is key. Making a good impression can help turn a bad experience into a positive one for the stranded, stressed-out customer.

A professional appearance helps you in many ways.

It immediately sets the tone for how a customer responds to you. A professional and clean look – combined with a confident and friendly attitude – puts your customers at ease and creates instant respect from people who are looking for a hero. Plus, dealing with a more relaxed customer can make your job go more smoothly.

To help you achieve this, Agero offers discounts exclusively for our Service Providers such as:

- Uniforms from Aramark to assist in outfitting drivers with a clean and professional appearance
- Branded safety vests and polos from Penny Pockets
- Branded door magnets and business cards from Vistaprint

Visit www.ageroproviderperks.com for these great offers and more information.

» **MAKE YOUR JOB EASIER WITH
THE RIGHT LOOK AND APPROACH.**

TAKE PRIDE IN HOW YOU LOOK

Our goal is to ensure that all Service Providers maintain the high standards they are known for – and pride themselves on.

- We engage a third party vendor to routinely perform anonymous “mystery calls” to ensure consistently polite, professional, and prompt service.
- Agero Performance Managers and Regional Managers perform random site visits to monitor and ensure that Service Provider trucks and driver appearance are both clean and professional.
- We offer Service Providers special discounts through our Agero Provider Perks program in order for them to be successful on the job.



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