

# The Value of Customer Service

## Facts Plumbing Companies Can't Afford to Ignore

### Why Customers Leave

**68%**

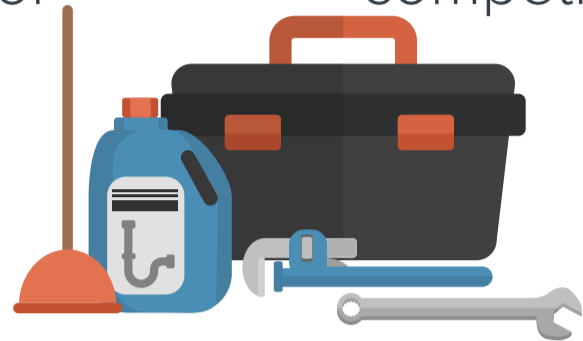
leave because they are unhappy with the service they receive

**14%**

are unhappy with the product or service

**9%**

decide to use a competitor



### Top 3 Customer Service Frustrations

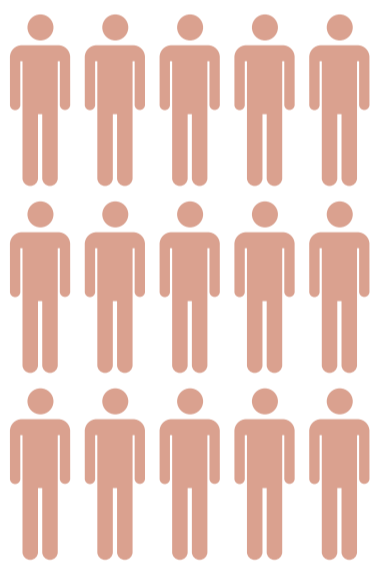


**#1** Having to contact the company multiple times for the same reason.

**#2** Having to repeat the same information to multiple employees.

**#3** Long hold times.

### The Cost of Lost Customers



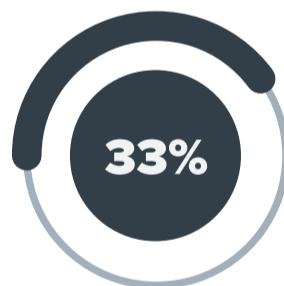
An unhappy customer tells

**15**

people about poor service.



7 out of 10 consumers say they've spent more money to do business with a company that delivers great service.



33% will consider switching providers after one instance of poor service.



Increasing customer retention rates by 5% can increase profits by over 25%.

### 5 Tips for Delivering Memorable Customer Experiences

1. Make a positive first impression with precise arrival estimates.
2. Respond quickly by knowing exactly where your drivers are.
3. Manage customer needs and exceed expectations with enhanced communication tools.
4. Improve first-time fix rates and reduce callbacks.
5. Resolve customer complaints quickly with data to back up your billing.

FleetLocate helps plumbing companies optimize their fleet operations, deliver techs to job sites faster, and take their customer service to the next level. Talk with a fleet management specialist at **1-800-557-1449**, or request a demo at **Spireon.com**.