



## CUSTOMER SATISFACTION IN A NUTSHELL

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### HOW TO KEEP EMPLOYEES HAPPY

We've put together a few tips to help you **improve employee performance** and **customer service delivery**, as well as **boost staff morale**, motivation and **retention**.

- **Ensure that your staff share your company's values and goals.** Many employees don't, which can cause confusion, conflict and inefficiency.
- **Check that your workforce have the skills, knowledge and tools to do their job properly.** Often, dedicated loyal staff are frustrated because they are unable to meet the high standards they set themselves.
- **Make sure that your employees have confidence in the future of your organisation.** Sometimes, competent and hard working staff leave because they have been ill-informed about the business.
- **Do your workers have trust in their colleagues and managers.** Poor communications or conflicting priorities can cause colleagues to lose confidence and trust in others.

**How do you compare? To find out how to keep your staff happy, please contact us.**

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