

# Top 15 Mistakes Made By Customer Service Professionals



- ☐ Lack of knowledge
- ☐ Not being honest
- ☐ Absence of ownership
- ☐ Not being friendly
- ☐ Not listening
- ☐ Talking too much
- ☐ Not apologizing
- ☐ Not asking questions
- ☐ Using jargon
- ☐ Overusing scripts
- ☐ Arguing with customers
- ☐ Showing no empathy
- ☐ Lack of manners
- ☐ Not delivering on promises
- ☐ Taking customers for granted