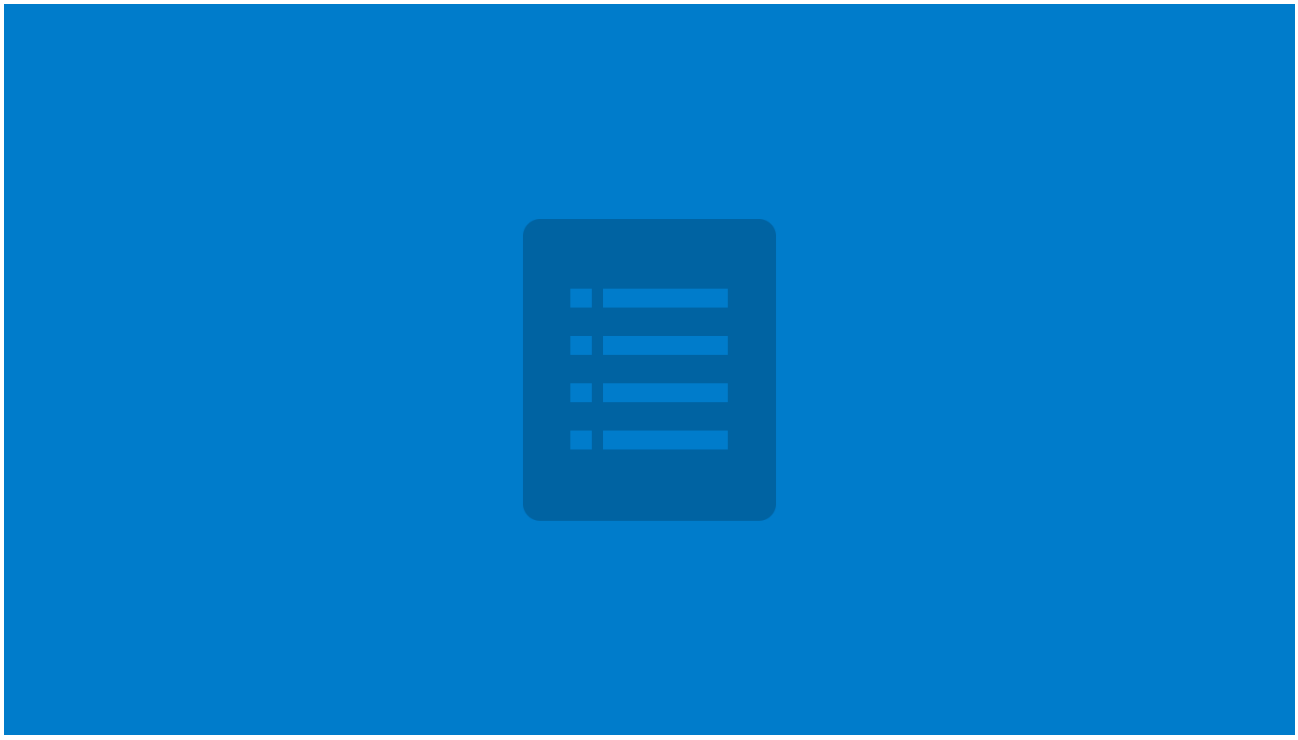
Top 15 Mistakes Made By Customer Service Professionals



- [ ] 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

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