

THE CUSTOMER SERVICE EXPERTS



Date	Loc	Name
11/05	101	Jeanette Vargas
11/05	355	Brittany Story
11/09	994	Daniel Stone
11/19	355	BrieAnna Forster
11/19	566	Elimayda Lopez
11/19	786	Maurice Hinojosa
11/24	463	Steven Aviles
11/26	839	Myrna Boxell
11/30	371	Daniel Calderon



"Do what you do so well that they will want to see it again and bring their friends."

- Walt Disney



We would like to thank the following employees for their continuous employment as part of the TCSE family.

Service	Loc	Name
1 Year	566	Arin Khodaverdi
2 Years	101	Olga Guzman
2 Years	463	Alfredo Tigerino
2 Years	266	Tristan Henderson
2 Years	463	Steven Aviles
6 Years	101	Rena Zmolek
7 Years	566	Ripsime Altunkaryan

New Addition To The TCSE Family

THE SHOPS AT WIREGRASS IN WESLEY CHAPEL, FLORIDA



We would like to congratulate and welcome The Shops at Wiregrass as part of the TCSE Family! This center recently celebrated their Grand Opening on October 30, 2008. The Shops at Wiregrass features over 100 specialty shops and is 800,000 square feet. It features premier tenants, such as Macy's, Dillard's, Coach, and Barnes & Noble. With the opening of this new center, we are pleased to continue a successful partnership with the development team of Forest City Enterprises. We would like to extend a personal welcome to all Mall Management and TCSE personnel at The Shops at Wiregrass.



SHOP WHERE YOU LOVE TO WORK!

"A customer is the most important visitor on our premises; he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so." - Mahatma Gandhi

In our business industry, we must remember that our centers are dependent on customers. Many industries are currently experiencing financial hardships due to decreasing sales. Therefore, it is our responsibility, as consumers, to help support our centers by utilizing them for our shopping needs.

Comments???

Do you have any suggestions or comments about this newsletter? We are looking for your feedback!

Do you enjoy reading how to improve not only yourself, but the members of your staff as well?

Do you have any stories to share with us? Did you visit another location and find yourself amazed at someone's customer service?

We would like to know! Please email any information to Letticia@tcse.com –we want to know your opinions and stories! Thank you and have a great day!

T.C.S.E.

Management Team

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MISSION STATEMENT

Our mission is to be **The Customer Service Experts.** Our Goal as a company is to positively represent and effectively serve each property individually. We strive to provide our clients with a partnership that delivers superior service operations.



Happy Thanksgiving!

Five Ways to Make a Great First Impression!

In a recent study, participants attending a workshop were given a series of six numbers and they were instructed to listen, but were not allowed to write the numbers down.

Next, they were asked to repeat the first number given, the last number, the third number, and so on. The results show that 98-100% of the participants were able to recall the first number given, 80% were able to recall the last number given, but only 30% of the participants were able to recall the third, fourth, and fifth number shared with them.

This exercise demonstrated that people tend to remember the first and last thing in a series of events. As it relates to a telephone conversation with a customer, the first few seconds and the ending of a phone call are very critical.

Below are 5 ways to make the most of those first few seconds of your calls.

1. Greet the customer enthusiastically:

Remember to sound fun, friendly, and interesting!

2. Listen without interrupting:

Listen patiently and do not be quick to interrupt. The customer on the other line is looking for someone to listen to them.

3. Respond with appropriate emotions:

Express energy and empathy!

4. Make the customer feel smart/ good:

No question is a dumb question. Make sure to always sound sincere, friendly, and helpful!

5. Never come across annoyed or irritated:

By answering the phones all day, you will find that you will be answering the same questions over and over. Some callers may not be friendly, but remember that your job is to help and serve. Make sure to give every caller your best service, and above all, be patient. Remember to sound interested, friendly, and helpful every time!

RECRUITMENT PROGRAM:

T.C.S.E. Inc. has provided recruiting cards to all employees and managers. Please have these cards with you at all times. When you experience great service from outside companies and individuals please give them a recruiting card with your name on it. If these individuals call T.C.S.E. Inc. and get hired there will be a bonus for whoever recruited them. In order for you to be eligible for a bonus the individual you recruit must be employed with T.C.S.E. Inc., for 3 months or longer and must be in good terms with the company.

BE PROACTIVE!

OUR SHINING STARS



YOU MAKE US A SUCCESS!

During the month of October, the average Secret Shop Report score was 78%. Although this month's average Secret Shop Report score was unsatisfactory, we want to motivate you to provide exceptional customer service to all you interact with. We would like you to strive to achieve exceptional scores on all Secret Shop Reports in the future and we expect to see improvements in next month's Secret Shop Reports.

Although we did not have many exceptional Secret Shop Report scores, we would like to congratulate the ambassador listed below. She recently received a high score on her Secret Shop Report. This exceptional employee will receive a small token of our appreciation. We want to continue to motivate each one of you to be the best!

YOU ARE THE CUSTOMER SERVICE EXPERT!

Loc	Name	Score
965	Danielle	105