# Customer Service

A Scientific Approach
to Improving the
Caller Experience

BY PETER LEPPIK DAVID LEPPIK



ILLUSTRATED BY JENNIFER STEADMAN

**Ahmed Bouzid, Weiye Ma** 

Gourmet Customer Service Peter Leppik, David Leppik, 2005 Just as most people think they are above average drivers most companies believe they provide superior customer service The truth is that many customers feel that the general state of customer service leaves a lot to be desired but companies often don t understand that it does not have to be more expensive to provide a good experience Gourmet Customer Service outlines a new way to ensure the most cost effective customer service focusing on data gathering experimentation and validation to ensure continual quality improvement

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