

The Right of Way & Staffing Connection

October, 2024



**LINDERLAKE
CORPORATION**

GOOD CUSTOMER SERVICE?

IT'S ONLY LOGICAL.

makeameme.org



HAPPY HALLOWEEN



Great Service is No Accident

Providing great service to clients is not an accident. It is achieved through a combination of factors, each of which is important to success.

Be Genuine – To achieve great service, you have to want to deliver it. Caring about the client's needs and the end result of your efforts are the cornerstone of service delivery. Being genuine means being invested in the work.

Be Solution-Oriented – Every project has obstacles and challenges. Service involves identifying the obstacles and offering solutions to clear the path. Just because something is not on the project flow chart does not mean it is not your issue. Look ahead, look around corners, and clear the road for your client.

Be Flexible – A scope of work is a framework you and your client agree to BEFORE the project begins. As the work progresses, there will be unanticipated changes to that scope – almost guaranteed! Be ready to adapt to these changes, and find ways to keep the project on course while flexing to resolve plan changes.

Be Invested – By your actions and attitude, the client should know that you are as interested in their success as they are. Back a winner – be a winner!

Back Your Team – We seldom work alone in this industry, we are part of a team. Whether you are the project manager, or a worker bee, know that it takes everyone to deliver great service. Make sure your co-workers know you value their talents.

Share Success – When you do deliver success, never presume it was “all you”. Make sure that everyone shares in the delivery of great service. The client can always see the difference, and that leads to future opportunities to succeed.

This approach to providing service to our clients has allowed Linderlake to succeed in client growth and retention for the past 36 years. Reach out to see how we can make your next project a success.

Truly, Service You Can Count On,

Since 1988

www.Linderlake.com