

TRANSCRIPT

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[Intro]

Hello! And welcome once again to Success Left a Clue. This is Robert Raymond Riopel, the host where I teach take this weekly podcast and where do subjects come from? It's just me traveling around the world as I transform lives. I just look at things. I notice. I notice what was going on around me. And ask myself. Could I turn that into a success lesson? Can I turn that into a clue for success that people would want? And that's exactly what I do. I rhyme it with clue. That's what I do. No, I'm just kidding. Anyway this is Episode Number 86, which is called *Customer Service*.

And as I mention in Episode 85, which whether you've listened to it or not, whether a week apart or maybe an hour apart or day apart or close together whatever. I just finished recording it and as I said in that one I'm absolute on the roll today. This is my fourth podcast and I'm recording today because when ideas fly and flow, I just go. I mean, how crazy that is. So let me talk about this one, customer service. When we talk about customer service, this is the lost art of connection. Think about this. Customer service in today's instant technological age, people forget to actually connect. People forget to actually connect one on one in person with their customers. I'm not talking through emails. I'm talking actually connect on a deep level with them.

And this lesson came to me as I was actually probably I was on a layover. I was in the Toronto airport. I had landed. I've flown from Calgary where I live to Toronto. I had a couple hour layover and I was getting ready before flying on a 15 hour flight to India to Mumbai. And so, I get off my flight. And I'm walking across the terminals going from one terminal, the domestic one over to international. And I'm going along and I'm realizing, my shoes I haven't touched that in a long time. I always wear the same pair of shoes when I travel coz they're comfortable, easy to get on and off. And I know in the airport that there's places, there's guys that have the booths set up that I can get my shoes done. And I'm headed towards the lounge because I have a couple of hours to spend.

So I'm gonna go to the lounge and as I'm going along, I step off the walkway, the moving walkway. And I see that there's a booth right there, the guys not busy, he happens to be on the phone. And I'm like good, perfect, I can get my shoes polished. So I go and I set up on the stand and I pull up my pant legs so he can get out my shoes because I know they'll do that too. And he's on the phone so I thought I'll just do that, make it easy. And so, he talks the phone in his ear, does not even make eye contact with me. And he just starts pulling out his stuff, he starts cleaning off my shoes. Talking on the phone. Work on my shoes. Talk on the phone. Still haven't made eye contact.

And all of a sudden, this is where this formula or this podcast topic started to formulate because all of a sudden, I was like wow. Has it come to that where I'm a customer, I'm helping pay for his livelihood, and he hasn't even taken a moment to say welcome or thank you for stopping by or how's your day today because he's too busy on the phone. And I started asking myself, where do I do that. Because ladies and gentlemen, I'm not gonna say I'm perfect because man, I am not. I am far from it. So I instantly start reflecting back into my life of where maybe I don't take the moment to connect with someone.

And I'll let you know I pride myself in making connections. But I had to ask that question myself. And so I'm sitting there and I'm just watching him. His head down. He's working on each shoe. He's halfway through roughly. He's still going, he's still talking. And I'm just watching and I'm watching the people around me. I'm watching if they notice or if they're focusing or not and I'm noticing there's a lot of

business people. And there's an empty chair beside me. And usually when one person sits down, another person sits down and wait for their shoes to be done but no one's coming anywhere close. And I'm watching people. I'm watching and they're looking at their shoes and they're looking over. And they keep walking and he's still talking on the phone. All of a sudden, he eventually wraps up the call. He puts down his phone. And he looks at me and goes, "How are you today sir?" And I smiled and I said, "Good." And all of a sudden, the moment he started making a connection with me, someone else sat down. And I'm like wow.

See by this time, I was happy with the job he's doing. I thanked him and paid him. I went on my way. And the experience like I made a determination. I remember who he is. I remember what he looks like. Because it's always in the trauma one that I usually get my shoes dot. I'm like no, I will not. I'll choose not to sit in his. I know where there other booths are. I'd rather go to them because of the lack of customer service. So that's one side of it and again I started the podcast because I formulated this idea for this episode. So I stepped down off the stand. And I walked into the Air Canada Lounge. And I'll tell you what?

I fly approximately 200,000 miles a year right now. And because of that and I stay with Star Alliance, which is an Air Canada affiliation. I end up getting to their top tier very, very quickly which is the 100K. So people with 500,000 miles a year, they end up getting treated as top status and I regularly get treated very, very well with Air Canada. But my next experience blew me away. Blew me away. So remember I'm just coming from this experience of not being connected with by this guy who's polishing my shoes until near the end. I stepped down from there. I walk in. The moment the doors open, they're slight opened, one of the agents right away, "Hello sir! Come on over here. How are you today?" I said, "Great."

I hand her my ticket. Right away, "Mr. Riopel, thank you for being a 100K member with us. And by the way, I see that you, have you tried our signature lounge. It's brand new." I'm like, "No. What is that?" So well since you're flying business class, you actually have access either to our lounge here which is a great lounge and I agree it is or we have a brand new signature lounge across from gate 76 where it is our newest thing for our best clients. We have higher-end food."

And let me explain something to you. Because I met a lot of lounges around the world and in my experience especially North America no lounge has as good a food as Air Canada. I've been in and I won't name the other now, just where they have a pack of crackers and pack of cheese. That's our idea of a snack before you get on a flight. Air Canada in some of their lounges, they have a hot sandwich making stand or someone makes a sandwich for you right in front of you. Hot sandwiches or hot pizza, they're doing egg stations in the morning. I'm talking to already have great food. And they're like, well this is higher-end food, buffet style but we also actually have an a la carte where you sit down and it's a full three course meal at no charge. And I'm like wow. I got to check this out.

So I said, "Thank you very much. How do I get to it?" And gave me the directions. So I walk right back out. I go down the escalator. I go over to where this lounge is and I walk in. And again, from the moment I walk in, I'm greeted, "Have you been with us before, we just opened five months ago." I said, "No, this is my first experience. And so, right away the concierge leaves to guide me. "Well here's where you can place your luggage because in our restaurant we like it to be the luggage-free area if you're having the a la carte dining." And so here's a ticket. We could take care of your bag and once you're finish eating, if that's what you wanna do right away, we'll bring your luggage right to you so that you can have access to it while you're in the dressing lounge.

And I'm like I am absolutely impressed. So they take my luggage. They check it for me. They take me to the restaurant. Have a seat. All of a sudden, a waiter or waitress comes along, hands me the menu and it's got three or four items to choose from for my main course, for what I want to drink, for what I want for desert, what I want for a starter. And the whole experience and they let me know right upfront takes about 45 minutes. And I had a couple of hours so I was in no rush. And I was absolutely blown away. And especially and maybe it was heightened because of the experience I just had with the shoe shy to come to that.

So I finished up my meal. This lounge is very busy in their regular sitting area so I decide, there's more room the other lounge. I thank them very much and get my suitcase back or my carry-on bag and I go back to the other lounge to sit down and I am full and I'm happy and I'm content. I take out a book and I just start reading. And I pick up my phone and I pull over my notes and I went, I've got to write this down, customer service because I had to, the lost art of connection. I knew I had to make it an episode for the podcast. And that's exactly why I'm recording this right now.

So the question I have for you in business. Are you making that connection? Is customer service a priority for you? Or is it something where technology the disconnection you've bought into that. If you're not doing as well as you'd like to do in your business, here's my highest recommendation. Check in on your customer service and do whatever you can to bring the value up and really treat your customers like gold. Let them know they're appreciated. So this is Robert Raymond Riopel. Episode Number 86, Customer Service: The Lost Art of Connection. Thank you so much again for being an awesome listener. I hope you enjoy the podcast and we look forward to having you on the next one and remember, always live with passion.

[Outro]