

When It Comes to Customer Service Never Try to Do More Than You Can

By Keith Lee – Customer Services Expert

In the previous two months I raved about the great service we got on our vacation to Cabo San Lucas, Mexico. The service we got on that vacation was exceptional, with one exception. I took this picture to remind me of the one time we had horrible customer service. If you see this building while in Cabo, don't go there.



I really prefer not to name names when I get bad customer service so I'm glad you can't make out the name from the picture. It was just across the street from our time share. Frankly the service was so bad that it is not much of a story.

The restaurant was really busy. So busy that they sat us in what was a small coffee shop area during the day and not used at night. And then we sat, and sat, and sat. Finally, I went to the front desk and got someone to take our order. And then we sat, and sat, and sat. As we all got up to leave the waiter said, "Your drinks are coming up right now." So we went back to our seats, and after a short wait we got our drinks.

Bob had ordered an Amaretto straight up no ice. I ordered Grand Marnier straight up no ice. As best we could tell we got an Amaretto and Grand Marnier... So, a watered down Amaretto and Grand Marnier.

We got our drinks, finished them and again sat, and sat, and sat and no one even entered the room. If you've been to Mexico, you know they won't bring you the check until you ask for it. It's considered rude to rush you out. But these guys didn't even check on us. Finally, I got up to ask someone to bring us the check, we paid and left and left no tip. I can't remember the last time I left no tip.

So, what is the lesson from this? The lesson is, don't take on more than you can handle. They sent us off to a room where we were forgotten. Whether we decided to leave or not, they would have been much better off telling us it would be a 20 minute wait. We may have waited, or we might have come back another time. As it is, we'll never go back, and I'll complain about a drink to others that I would have chalked up to a language barrier and forgotten about had the service been just OK.



Thousands of businesses around the world use Keith's customer service secrets as the foundation of their exceptional customer service. Keith is the author of two acclaimed customer service books, ***Out-Nordstrom Nordstrom***, ***Creating the World's Best Customer Service*** and his newest book, ***The***

Happy Customer Handbook, 59 Secrets to Creating Happy Customers Who Come Back Time and Time Again and Enthusiastically Tell Others About You. To get a FREE copy of The Happy Customer Handbook go to <http://TheHappyCustomerHandbook.com>.