



Evelyn Charles

I was provided with two gift cards for Evelyn Charles services from my team of staff as a thank-you. The first I used immediately, the second (a manicure), I was saving for an opportune time. The cards clearly state a one-year expiry date (from the date of purchase). I believed the expiry date was May so, in May I determined an appointment was necessary. When contacting Evelyn Charles I provided the card number and asked to verify that it was still current. The representative politely indicated to me that it had expired in March, however they would be happy to honour it. WOW! The representative was willing to “bend” policy to meet my needs (she actually exceeded them) and was empowered to do so. I booked my appointment and she took the service one step further – she indicated to me that with my appointment booking she was going to write a note to honour my gift card. She anticipated the possibility of running into a problem and took the necessary steps to eliminate it. Will I go back to Evelyn Charles? Will I share my experience with others? Will I gladly refer others? You bet!

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