

# Customer Service Benefits

Satisfaction guaranteed



YOU NEVER GET A SECOND CHANCE TO MAKE A FIRST IMPRESSION, **SO MAKE IT COUNT.**

## TELEPHONE ON-HOLD COMMERCIALS

**Your phone message to callers on-hold is so important.**

WFCA members have access to one of the finest on-hold commercial message services available... and at a member price!

**Telephone On Hold** is the company to call for customized, professional voice commercials for your telephone system, as well as streaming video, including video email, instant messaging and live broadcasting.

### CONTACT:

#### TELEPHONE ON HOLD COMMERCIALS

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[www.onholdtelephone.com](http://www.onholdtelephone.com)



## MYSTERY SHOPPING SERVICES

**Analyze your business from your customers' perspective.**

The WFCA offers members a mystery shopper program to assist owners in objectively evaluating the quality of customer service within their own businesses, as well as comparing the customer service

being offered by the competition.

Don't let this part of improving customer service remain a "mystery" to you. Call **Business Evaluation Services** today!

### CONTACTS:

#### BUSINESS EVALUATION SERVICES

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**SOLUTIONS NOW**