



SAF ORLANDO 2022

137TH CONVENTION | SEPTEMBER 6-8 | HILTON ORLANDO | ORLANDO, FL

WORLD CLASS BUSINESS TRAINING, CONNECTIONS AND INSPIRATION.

Customer Service in a Post Covid World

presented by Tim Huckabee FSC

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1997

7000





OBSERVATION

Customers have less patience

Customers WANT what they WANT!

There is more pushback on PRICE now

Customers make unrealistic demands on budget, style, content and delivery time

Share
— your —
Story





THE PLAN

NEW ideas for PHONE sales

NEW ideas for FLOOR sales

NEW ideas about CUSTOMER SERVICE

**BIUSTING
MYTHS**





When?





1



**KEEP
CALM**

AND

**LEAVE IT TO
US**

2



3

Empathize

compassion
compassionate
empathy
empathic
heart
hear
listening
connect
needs
giving
present
alive
i hear you
hearing

relationship
responsive
communication
soul
safety
mutual
authenticity
emotion
request
speak
warmth
insight
feelings
self-empathy
interpersonal
presence
meeting
dialogue
awareness
consciousness
emotional
compassion
understand
community
understanding



1

ENERGEE

2



3



Hello
my name is

Karen

1

Incomplete Order Notification



2



3

**Make the
Perfect
Follow-Up
Call**



Q&A



Big ANNOUNCEMENT



*The
End*