



CUSTOMER SERVICE (ALL CUSTOMERS!)

PRESENTED BY

Mark L Szyperski, President/CEO
On Your Mark Transportation, LLC

Let us get you to the finish line.





Are You Taking Care of *ALL* of Your Customers?

Let us get you to the finish line.





Herb Kelleher, Founder

Let us get you to the finish line.



"Your people come first, and if you treat them right, they'll treat the customers right."

Let us get you to the finish line.



"You have to treat your employees like customers."

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"If you create an environment where the people truly participate, you don't need control. They know what needs to be done and they do it."

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Horst Schulze, co-founder of the Ritz-Carlton Hotel

“We are not servants. We are ladies and gentlemen serving ladies and gentlemen.”

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Are you taking care of YOUR Customers?

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Let's look in your Driver
Room!
(Do you have one??)

Let us get you to the finish line.



Do you have a Wall of
Fame? Or a Wall of
Shame?

Let us get you to the finish line.



Would YOU want to
spend time in that
room?

Let us get you to the finish line.



Do you do customer
surveys?
All Customers?

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How do you get feedback from your “customers”?

Let us get you to the finish line.



What are you doing for “Customer Appreciation Days”?

Let us get you to the finish line.



How do you greet your “Customers”?

Let us get you to the finish line.



Do you have “Mystery Shoppers” for your office?

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Transit Operators World Wide >

Private group · 17.1K members



Joined ▾

Invite

Mentorship

Announcements

Topics



Write something...



Live

Photo

Poll

Announcements ⓘ



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Does your transit company treat you with respect and make you feel like you are a vital part of the operations? 🤔

😂👍 Mike Koch and 327 others 285 Answers

👍 Like

💬 Answer

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**Any other agencies that
keep you up in the air on
whether they are offering
service on the holidays
until like the day before?
Just curious**



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As New York has their parade for essential workers which includes transit, has your individual agencies treated you like heroes 🤔

Serious question....

😂👍😱 14

27 Comments

👍 **Like**

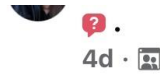
💬 **Comment**



Write a comment...



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When someone isn't paying attention...

Control (sounding condescending): We got a complaint that you didn't stop at stop X/Y.

Me: of course I didn't stop there.

Control (sounding angry): Care to explain why?

Me: it's not on my route

Control: what do you mean? Of course it is.

Me: sir, what route goes there?

Control: the fifteen, why?

Me: what route am I doing?

Control: the ninet.... oh... (hangs up)

Me: 🙄🙄

😂👍 67

7 Answers

👍 Like

💬 Answer



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**Attention Employers!
Some of your
"Employees" are not
easy to replace. Yes
you can replace the
body, but not someone
who is Dependable,
Hardworking &
Dedicated**

Let us get you to the finish line.





👍😂❤️ 88

16 Comments

👍 Like

💬 Comment



Let us get you to the finish line.

Do you have a “mystery rider” system? When was the last time you rode on your system?

Let us get you to the finish line.



Survey System?

Let us get you to the finish line.





YES! You Do! It's Called.....

Let us get you to the finish line.





SOCIAL MEDIA

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What Formal System Do You Have For Ridership Feedback?

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Speaking of Safety...

Let us get you to the finish line.



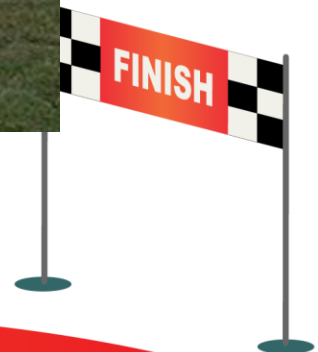


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Let us get you to the finish line.



Let us get you to the finish line.



Let us get you to the finish line.



Transit Operators Worl...

Daniel Casado
Jul 26 · 📍

Today makes 9 years with capital metro austin TX and 16 years driving busses. Still love what I do. Time flies.



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1 line.





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