

resp.edited.docx

by

Submission date: 30-Sep-2021 09:42PM (UTC-0600)

Submission ID: 1662225286

File name: resp.edited.docx (10.77K)

Word count: 402

Character count: 1939

Murphy

It is good to have noted that the video gives a clear insight into the HOLT Company and how it deals with its customers. From the video, it is arguable that customers should come at the forefront at all times in regard to the delivery of goods and services on time. For instance, as illustrated in your post, machines should be repaired in time to avoid any inconveniences on a construction site. Notably, in order for HOLT Company to serve its customers better, they have gone ahead and introduced mobile shops for timely delivery and efficiency, which I can recommend. I accede in such a case every customer wherever they are will get what they need on time without no need to travel. Last but not least, I agree with you that HOLT has operated for years with commitment, success and ethics towards serving their customers. Having dedication towards how they treat their customers have gone a long way in meeting their satisfaction. I must also commend that doing everything they do ethically helps promote customer loyalty and promotes efficiency. Generally, Murphy your post is informative and seems to have a high grasp of the content presented in the video.

Maronie

It is true that HOLT Company having efficient machines help them to have a high turnaround time which brings in the aspect of the company good relationship with the customers. On the other hand, having mobile shops also plays a huge role in customer's satisfaction. Their regular servicing of their trucks has fueled this to ensure they are up and running the next day. Your post has also elaborated that the trucks have every item that the customers need; hence the aspect of a high level of satisfaction comes in. at this point, I have come to realize that you went through the video keenly and took note of every aspect being discussed hence kudos. Concluding on your post, it is clear that HOLT Company treats customers with high esteem; no wonder they have a

good relationship with every customer that either visits their shops or order online. Some of the notable values as far as customer service is concerned are ethics, success, excellence, commitment and being dynamic in everything they do. For that reason, I accede to your post, Maronie, as it is both informing, short and precise, an indication that you took your time preparing for the discussion.

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