



THE V-EDITION

SEPTEMBER 2018

VICTORY MONTHLY UPDATE

416 COLLINS STREET - WATCH THIS SPACE!

Are you ready for a revolutionary new experience?

Our new Victory Lounge hosts like-minded leaders, executives and innovators in an exclusive environment to network, socialise and unwind.

SUNSHINE GRAND OPENING

Victory Offices invests in the Super Hub of the West! Our new Sunshine location is your gateway to CBD-style business without the commute.

Join us for our Sunshine Open House

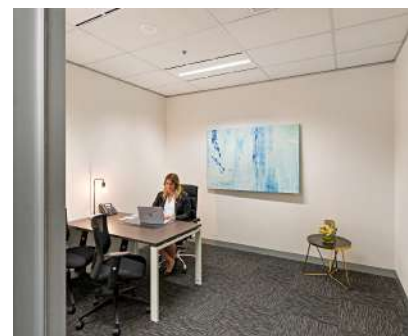
When? Thursday 13th September | 12.30pm – 5.30pm

Where? Victory Offices | Level 5, 12 Clarke Street, Sunshine VIC 3020



WHAT'S HAPPENING

Victory Monthly Update	1
Customer Service: How to make your business customer-centric	2
September Promotion	3
Victory Motivation	4





CUSTOMER SERVICE: HOW TO MAKE YOUR BUSINESS CUSTOMER-CENTRIC

Customer service is arguably the most vital part of any business. In today's market, where customers are saturated with options, the decision between your company and a competitor could be based on one missed phone call.

A company that answers every call with a friendly and professional welcome will leave a greater impression than one that goes to voicemail. Implementing a strong customer service strategy should be a priority for any business that wants to thrive. The power of a customer is critical to the success of any company. If your customer is not at the forefront of your business decisions, then you can bet that they will find another company that puts them first.

So how do you make sure that your customers choose you and keep choosing you?

Know Your Customer.

Customer satisfaction is a vital metric in the success of any business. The best way to guarantee customer satisfaction is to give your customers what they want, when they want and how they want it. To do this, you need to know them. Understanding who your customers are is essential, so dig deep. Get to know their likes, dislikes, hobbies, occupations, ages, gender. The more you know about them, the better!

Ask and Listen. Don't Tell.

If you've ever wondered what sets some of the best customer service businesses apart, it's this: they ask their audience what they want. Surveys and polls can offer great insights into the customer's experience. You can find out exactly what your customers are thinking and feeling, without the guess-work.

There is a wealth of customer experience insights just in the way one uses a website. For example, how long are they on your page, what's the bounce rate, what are they searching for, how are they being drawn to your website? All of this information paints a larger picture of the customer's journey.

Be Available.

Phone. Email. Social Media. Smoke Signal. Morse Code. Customers want to know that they're valued. They want access to information, products and services in a variety of forms, across a number of mediums. For a new business or a sole-trader, this may seem like a daunting task, but it doesn't have to be. Victory Offices can help you.

**“Great things in business are never done by one person.
They're done by a team of people.” – Steve Jobs.**

How Serviced Offices Benefit You And Your Customers.

Victory Offices is here for you so that you can be there for your customers. We offer Secretarial Services to all of our clients to help with the small things, so you can accomplish the big things. Our friendly, professional reception staff across all of our locations can help you with:

- Answering your inbound phone calls; never miss a call again!
- Printing, binding and laminating documents for your business
- Greeting your guests and clients at reception, ensuring a professional first impression
- Handling your incoming mail and delivering packages right to your desk

Victory Offices is dedicated to your business because your success is our success. Don't settle for good customer service; exceed the benchmark and provide your customers with our award-winning service that will keep your customers coming back.



ONE HOUR COMPLIMENTARY ADMIN SUPPORT
Spring Cleaning Your Office Has Never Been Easier

SUBJECT TO AVAILABILITY AND TERMS AND CONDITIONS.
VALID FOR THE MONTH OF SEPTEMBER - MON TO FRI ONLY



**"THE GOLDEN RULE OF
BUSINESS IS THIS:**

**PUT YOURSELF IN YOUR
CUSTOMER'S PLACE."**

ORISON SWETT MARDEN