

VALDOSTA - LOWNDES COUNTY
CHAMBER OF COMMERCE

Leading Businesses.
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Valdosta-Lowndes County Chamber of Commerce
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For Immediate Release

Results in from Mystery Shopper, did Valdosta make the grade?

VALDOSTA, Ga. – Valdosta was recently visited by a mystery shopper to evaluate customer service in the area. The professional mystery shopper visited area hotels, restaurants and retail stores, looking for best customer service practices such as, cleanliness of restrooms and parking lots, helpful staff members and organization.

Valdosta received an overall community grade of an “A” with community awareness among staff, friendliness and orderliness being among the customer service practices that stood out in the community. The shopper was especially impressed with Downtown Valdosta, “Getting guests to experience Downtown is a must! The traveler needs to know how wonderful Valdosta truly is,” said the mystery shopper with Destination Evaluation, which specializes in mystery shopping evaluations for communities.

Opportunities for improvement were also shared by the shopper. A few of the suggestions are to always have employees wear nametags, make sure your business is not overcrowded with stock and always leave your desk or counter to greet customers.

Other suggestions for improvement and best customer service practices will be shared at the Award Winning Customer Service Seminar Wed., May 26 from 8-9:30 a.m. at the Georgia Department of Labor.

Customer service is essential to the success of all businesses. If you would like to keep your customers coming back again and again, you should not miss this seminar. The cost is free for Chamber members and \$10 for non-members, with coffee and a light breakfast provided.

This seminar will also cover a variety of customer service topics presented by the Top 10 Finalists for the Members’ Choice Award and the recipient of the Best Customer Service in Town from the *Valdosta Daily Times* Best of South Georgia.

Contact Patty Martin at the Chamber, 229-247-8100, to register for the event.

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