

Ron Kaufman Quotes

*Service Culture, Culture, Customers, People, May, Giving, Want, Way, Enough,
Done, Promise, Needs, Today, Expectations, Mean, Trying, Waiting, Action,
Care, Quality*

Even a tiny step is one step closer to where you are going.

~Ron Kaufman

Exceeding expectations is where satisfaction ends and loyalty begins.

~Ron Kaufman

You cannot change what has already happened. You can always change the way you respond.

~Ron Kaufman

Quality is more than a promise, it's genuine performance.

~Ron Kaufman

When the customer makes contact, he does not want a quote. He wants a commitment.

~Ron Kaufman

Service is taking action to create value for someone else.

~Ron Kaufman

What matters more? What you said you'd do, what you hoped to do, or what you did?

~Ron Kaufman

Acting after being asked is compliance. Acting without being asked is kindness.

~Ron Kaufman

Be the mirror in which people admire their true potential.

~Ron Kaufman

When customers' expectations change faster than your willingness or ability to serve them, you can be sure they'll be someone else's customers soon.

~Ron Kaufman

Reaching out takes nothing more than a smile.

~Ron Kaufman

If you want to stay in business, satisfy customers. If you want to excel in business, delight customers.

~Ron Kaufman

Instead of just asking 'How did I do?' ask 'How can I do more?'

~Ron Kaufman

Testimonials describe what has been, and are a promise of what is to come.

~Ron Kaufman

If your customers are demanding, be thankful.

~Ron Kaufman

Listen to customers and you will hear them. Look carefully at customers and you will see them. Do both and you will understand them.

~Ron Kaufman

Giving great service requires the right people and the right service tools.

~Ron Kaufman

Employees are the key to your success with customers. Treat them well!

~Ron Kaufman

Money has a fixed value. People can have unlimited value.

~Ron Kaufman

Are you moving forward, or just moving?

~Ron Kaufman

Give your customers what they want today, and help them see tomorrow.

~Ron Kaufman

Things that are obvious don't need to be talked about. Things that are missing, do.

~Ron Kaufman

Q: When you are already in the lead, how do you to stay ahead?

~Ron Kaufman

The first step to delighting your customers is being there when they need you.

~Ron Kaufman

Your promise means more than the words you use to give it.

~Ron Kaufman

The starting point is always now. The end is up to you.

~Ron Kaufman

You can't always hire great service providers, but you can create them.

~Ron Kaufman

The shelter of excuses has a leaky roof.

~Ron Kaufman

Always do what you can do instead of worrying about what you can't.

~Ron Kaufman

Don't just talk about it, do it.

~Ron Kaufman

Good customers want good quality service. Great customers want it even more.

~Ron Kaufman

If you want to be the best, find the best in others.

~Ron Kaufman

Stay in one place too long and the tide can overwhelm you. Ride the tide, surf the waves, stay on top of the changes.

~Ron Kaufman

Meeting expectations is good. Exceeding expectations is better.

~Ron Kaufman

When things go wrong, your best recovery effort is required. But don't just provide the missing piece (that's the recovery), also provide uniquely personal assistance (that's the memorable effort).

~Ron Kaufman

The most valuable person is the one who cherishes the value in others.

~Ron Kaufman

Only a well-oiled machine runs smoothly.

~Ron Kaufman

Everything ordinary has the potential to be extraordinary.

~Ron Kaufman

What you did in the past is how you got to today. What you do today is how you will get to the future.

~Ron Kaufman

First be effective and then be efficient.

~Ron Kaufman

Challenge your own status quo - before someone else does.

~Ron Kaufman

Enthusiastic service providers create enthusiastic customers.

~Ron Kaufman

Never rest on past success. Create something better.

~Ron Kaufman

Do what's right and you'll never go wrong.

~Ron Kaufman

Occasionally problems will occur. When it happens to your customers, fix the problem fast. Make it your speed and generosity that gets remembered, not the problem.

~Ron Kaufman

When your staff are 'information-rich', their information can make you rich!

~Ron Kaufman

The bottom line is a by-product of taking care of your main product - your customers.

~Ron Kaufman

Procrastination is the beginning of poor performance.

~Ron Kaufman

It's fine to wait for an appropriate time, but it's inappropriate to wait forever.

~Ron Kaufman

Preparation is good, but customers need results.

~Ron Kaufman

Make your upper limit, no limit.

~Ron Kaufman

A scattered effort is a poor effort.

~Ron Kaufman

If you wait until you have to change, you may have waited too long.

~Ron Kaufman

Are people being the least you expect of them, or the best they expect themselves to be?

~Ron Kaufman

If you want to interest people, make them think. If you want to inspire people, make them feel.

~Ron Kaufman

Greatness is not how you feel, it's how you make others feel.

~Ron Kaufman

You can't find what doesn't exist, but you can create it.

~Ron Kaufman

How can you learn more? By admiring what you've done right? Or by studying what you've done wrong?

~Ron Kaufman

Making an honest mistake is acceptable. Failing to fix it is not.

~Ron Kaufman

Intelligence is useful. Energy is valuable. Integrity is essential.

~Ron Kaufman

Ask your loyal customers for positive comments about your products and your service. Then post these testimonials where other customers and prospects can enjoy them.

~Ron Kaufman

Words not kept break more than a promise.

~Ron Kaufman

Your approval gives others the confidence to serve, to learn, to try.

~Ron Kaufman

Vision with action makes a powerful reality.

~Ron Kaufman

You do more for yourself when you forget yourself.

~Ron Kaufman

No one ever delighted a customer by being 'good enough'.

~Ron Kaufman

There are two ways to improve your service, and yourself: maximize your strengths and minimize your weaknesses.

~Ron Kaufman

Tend your own garden: savor the blossoms, trim the weeds.

~Ron Kaufman

A: Set the pace and rule the race. Seek new ways to differentiate, new ways to surprise and delight your customers.

~Ron Kaufman

Always be kind in your heart, spirit and mind.

~Ron Kaufman

Life is not a solitary activity. Live well by living for others.

~Ron Kaufman

Selfless acts are a source of profound meaning for your self and your life.

~Ron Kaufman

Could you achieve the possible without trying? Could you achieve the impossible if you refuse to stop trying?

~Ron Kaufman

Unlimited efforts can produce unlimited results.

~Ron Kaufman

Always trust people and they may let you down. Always distrust people and you have let them down.

~Ron Kaufman

Don't let high-speed completely replace high-touch. Your customers may appreciate both.

~Ron Kaufman

Are you doing only what you must or doing all you can?

~Ron Kaufman

If customers say you're just 'all right', you've not done enough, you've failed to delight.

~Ron Kaufman

Create a compelling service vision. When people want to, they will.

~Ron Kaufman

The only way to go further than you've been is to take an extra step.

~Ron Kaufman

You are the person who determines what you do. That's a big responsibility. Make the most of it.

~Ron Kaufman

Passion isn't always available. The committed get things done even without it.

~Ron Kaufman

If you're always doing what you've always done, you'll never see (or become) what you could be!

~Ron Kaufman

What does your product really mean to the people who buy it?

~Ron Kaufman

Promise too much and you'll have plenty of room to fail. Promise little and you'll have plenty of room to excel.

~Ron Kaufman

If it's not impossible, you may as well try. If it is impossible, at least you'll find out why.

~Ron Kaufman

A great leader makes what is visible in their mind, visible to all.

~Ron Kaufman

Preparation clears a pathway for success.

~Ron Kaufman

You are as important as you make others feel.

~Ron Kaufman

Without commitment, no price will be low enough. With commitment, no price will be too high.

~Ron Kaufman

When you see the need, take the action.

~Ron Kaufman

Enjoy your work so that others may enjoy the results.

~Ron Kaufman

In a service situation, each delay can mean many unsatisfied customers, each one telling many more.

~Ron Kaufman

To see like a customer, be like a customer.

~Ron Kaufman

Quality is a choice. Choose to make it better.

~Ron Kaufman

Customers pay a price, but they remember the value.

~Ron Kaufman

What's possible today isn't bound by what was possible yesterday, and is never a measure of what's possible tomorrow.

~Ron Kaufman

If you only give back what you get from other people, you're not giving as much as you can.

~Ron Kaufman

Plans turn promises into results and dreams into realities.

~Ron Kaufman

When only a little can be done, doing it becomes the greatest you can do.

~Ron Kaufman

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