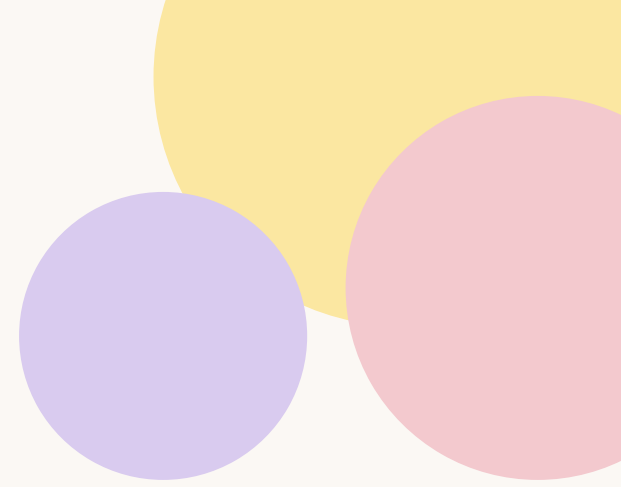


KEY TAKEAWAY

NPS: Every Interaction Counts

NPS isn't just a score — it reflects how customers feel about their entire experience with us.



Focus on the Journey

From greeting to farewell, every step along the way shapes how the customer feels.



Keep Improving

Every interaction is a fresh chance to do a little better than the last.

WHY NPS MATTERS

What NPS Tells Us

NPS shows how customers feel about their overall experience — and whether they'd recommend us to others.



How customers feel

Tells us how customers experience our service.



Our strengths

Shows what we're already doing well.



Where to improve

Highlights the areas that need attention.



More referrals

Happy customers recommend OWNDAYS to friends and family.

Every Step Shapes the Experience

STEP		STAFF FOCUS
	Greeting	Smile, make eye contact and acknowledge the customer promptly.
	Understand Needs	Ask open questions and listen carefully.
	Recommendation	Recommend based on the customer's needs, usage and lifestyle.
	Explanation	Explain clearly and make sure the customer understands.
	Waiting	Keep customers updated if they need to wait.
	Service	Stay attentive and show genuine care throughout the interaction.
	Farewell	Thank the customer warmly and send them off positively.

REMEMBER

GOOD SERVICE + RIGHT SOLUTION + POSITIVE EXPERIENCE = CUSTOMER SATISFACTION



Every interaction matters. A simple smile, a good question, a clear explanation or a warm “Thank you very much” can make a difference to the customer’s experience.

Our goal is not just to complete a sale — it is to create an experience that customers are happy to recommend. ✨