

The Messenger

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Sept/Oct 2026



A WOMAN-OWNED
SMALL BUSINESS



A Letter from Kim

This year, we've been discussing Customer Service. We've looked at the 10 commandments of customer service and how to deliver exceptional internal customer service. Let's face it. Without customers, we don't have a business. In this final section of Customer Service, we will show you how to WOW your customers and keep them for the long run.

First, let's review some important things to remember about customers.

- They are your gateway to success.
- They are not a disturbance but why you exist.
- They are helping you by using your products and services.
- They are right, regardless of what you think.
- They are delicate, so handle them with care.

All customers have expectations when working with a business. They expect:

- Empathy and understanding about their needs
- Educated answers to their questions
- Attention to their details
- Perspective toward their point of view
- Respect
- Ethical and fair treatment of their time and money

Keeping these facts in mind will help you treat customers with the care and respect they deserve.

Become a Customer Service Superstar

In many businesses, there has been increasing pressure to cut customer service. Reasons customer service can fail include prioritizing cost-cutting, experienced workers leaving for jobs elsewhere, upper management losing touch with customers, or a lack of competition to keep the company hungry and focused on high customer service. If you lower your customer service standards, your customers WILL go somewhere else!

So, how do you become a customer service superstar? Here are a few simple suggestions that will make a huge impact on your customer service.

Become a Customer Service Superstar

Make eye contact

Let the customer know they are important. Don't let distractions disrupt your conversation. Smile and let them feel that there is no place you would rather be than helping them at that moment.

Seek to be helpful

Ask questions to fully understand the customer's needs. Having all the information up front will help you assist the customer better. Answer every question and be as helpful as possible.

Respond to questions sincerely and honestly

Answer questions with as much information as possible, but don't oversell. If an item doesn't meet the customer's needs, don't try to sell it. If you don't know the answer to a question, don't panic. It's perfectly acceptable to tell the customer you don't know, but be sure to find the answer as soon as possible.

Demonstrate excitement and kindness; never show impatience with customers

We've all had customers call or stop by at inopportune moments. You know the times I'm talking about. Your desk is a mess, you've got a hundred phone and email messages to respond to, and someone just told you the coffee maker is broken! It seems like that's always when a "delicate" customer needs your immediate attention. No matter how much you'd rather be doing something else, don't let the customer sense it. If you lose your patience with a customer just once, you risk losing that customer and probably several of their friends. When you are excited about what you are selling, your customer will be too.

Listen to the customer without interrupting

Before you recommend anything, make sure you fully understand what the customer wants. Ask as many questions as necessary to grasp their needs. Educated recommendations will show respect and a genuine desire to help.

Be consultative when helping the customer

Sometimes a customer doesn't know exactly what they want or need. In those cases, help by providing additional information. If the customer still can't decide, recommend the best value.

Thank them for giving you their business

Always thank the customer for their business and let them know you appreciate it. Feeling valued will encourage them to come back again and again.

When customers receive exceptional service, they will be pleased. As we've discussed before, customers quickly spread news about both good and bad service. Make it your goal that they only have positive recommendations to share!

2026 Boot Camp Dates

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PMP® EXAM PREP CLASSES

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Truth

Proverbs 11:2

When pride comes, then comes disgrace,
but with the humble is wisdom.

Proverbs 14:29

Whoever is slow to anger has great understanding,
but he who has a hasty temper exalts folly.

Profit in business comes from repeat customers,
customers that boast about your product or
service, and that bring friends with them.

- W. Edwards Deming

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We want to recognize students who have successfully passed the PMP® Exam.

What is your favorite food?

Sushi

What is your favorite movie?

Top Gun

What are your favorite hobbies?

Reading, Zumba, Gaming

How do you think the PMP® Certification will help your career?

I think it will be help give me a competitive edge when applying for project management positions.

What was the most challenging thing about the Boot Camp?

The amount of time spent on practice exams after the class.

What was the best thing about the PMP® Exam Prep Boot Camp?

Loved the interactive virtual class and the practice exams with real-world examples/questions.

Please write a recommendation about our class.

The boot camp provided comprehensive coverage of the exam material, and my instructor Keith was knowledgeable and supportive. I especially appreciated the practice exams, which helped me focus my studies and fine-tune my ability to answer PMI-style questions. I highly recommend Mathis Group's PMP Boot Camp to anyone preparing for the PMI PMP exam. It is an excellent resource that will help you succeed!

Fun - NFL Trivia

Football season is in full swing! Can you match the NFL cities with their team?

CITY	TEAM	CITY	TEAM
ARIZONA	_____	LAS VEGAS	_____
ATLANTA	_____	LOS ANGELES	_____
BALTIMORE	_____	LOS ANGELES	_____
BUFFALO	_____	MIAMI	_____
CAROLINA	_____	MINNESOTA	_____
CHICAGO	_____	NEW ENGLAND	_____
CINCINNATI	_____	NEW ORLEANS	_____
CLEVELAND	_____	NEW YORK	_____
DALLAS	_____	NEW YORK	_____
DENVER	_____	PHILADELPHIA	_____
DETROIT	_____	PITTSBURGH	_____
GREEN BAY	_____	SAN FRANCISCO	_____
HOUSTON	_____	SEATTLE	_____
INDIANAPOLIS	_____	TAMPA BAY	_____
JACKSONVILLE	_____	TENNESSEE	_____
KANSAS CITY	_____	WASHINGTON	_____
			Cowboys
			Rams
			Panthers
			Giants
			Seahawks
			Eagles
			Cardinals
			Texans
			Chargers
			Saints
			Titans
			Ravens
			Browns
			Vikings
			Buccaneers
			Chiefs
			Lions
			Bengals
			Bills
			Steelers
			Jaguars
			Commanders
			Broncos
			Raiders
			Falcons
			Dolphins
			49ers
			Packers
			Bears
			Patriots
			Colts
			Jets



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Earning a CAPM® shows employers you're ready to contribute to a wide range of project teams, and it can boost career advancement and earning potential while serving as a stepping stone toward more advanced PMI certifications.

For more information and to register, go to www.themathisgroup.com/bootcamps