

Step Ten

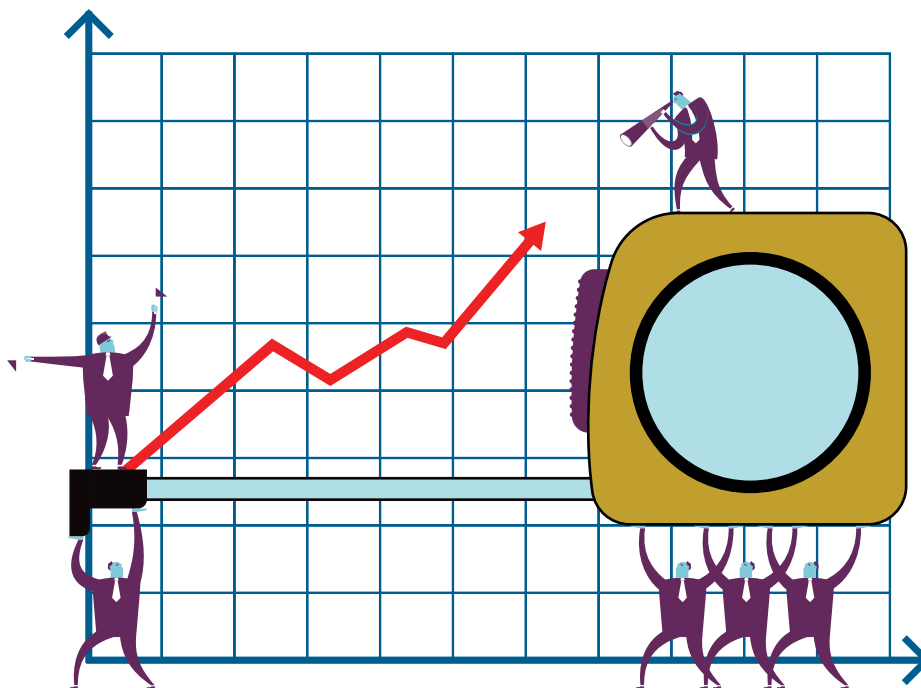


IMPROVING THE CUSTOMER EXPERIENCE

“Are C-Suite executives calling you personally to ask about your customer experience?”

HOW DOES YOUR PURCHASING PARTNER MEASURE UP?

Does your purchasing partner incorporate an internal methodology to ensure member satisfaction? Are they taking a proactive approach to any challenges you have? Are C-Suite executives calling you personally to ask about your customer experience, documenting that feedback in an objective and actionable way? At Buyers Access, we've taken the extra steps to gather feedback from all levels within our member management companies. This gives us a great opportunity to regularly communicate one-on-one with our members, giving us insight to where we can improve and work hard to delight them with our service. If you want to join a multifamily purchasing partner that focuses on delivering world class products, services and a continual improvement of the member experience, please contact us here at Buyers Access.



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