**Customer Service Strategies**

Your Name (First M. Last)

School or Institution Name (University at Place or Town, State)

**Customer Service Strategies**

**How does Environmental Issue impact on your customer service strategies?**

Every business requires to adopt successful business strategies to grow their business. But often these strategies get compromised due to the environmental changes. These environmental changes include political situations, natural resource issues, and natural calamities and climate changes. In the case of globalization, your ability to deal with customers across borders can get affected. Extreme weather conditions can affect the behavior of the employees and customers which can affect the business at a great deal. For example company, Macy cut 2000 jobs due to its decreased sales due to unusual warm weather. Such environmental changes also affect the availability of natural resources and can result in delayed product delivery time. Thus, it can result in dissatisfied customers. Floods can also destroy the businesses at a great deal(“The Environmental Factors That Affect a Business,” n.d.). Similarly, fluctuations in the currency rate can affect the overall purchase rate. (“How Business Environmental Factors Influence Strategy,” n.d.)

**How does Occupational health and safety impact on your customer service strategies?**

Occupational health and safety deals with all the physical, mental and social health of the employees. These measures ensure that working conditions for the employees are safe and secure so that they feel relaxed and stress-free. These strategies result in stress-free employees who can entirely focus on delivering the best result possible. Healthy employees who are taken care of will make sure that that give the best services to customers of the company so that it benefits the business. It makes sure that employees develop a sense of belonging to the company, which creates feelings of loyalty. The dissatisfied, unhappy, stressed employee won't be able to provide the best customer services. An unhealthy, tired employee might become rude and angry with the potential customers or delay the services that can, in turn, affect the business adversely. Occupational health also reduces the cost of maintenance of the equipment as healthy sound employees will have less chance of ruining the equipment. Thus al the principals of occupational health and safety should be taken into account while formulating the customer service strategies. (Vesterinen, n.d.)

**References**

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