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Elinking customer service

I walked into my local Best Buy store because I needed technical help with my Palm. What I didn't know is that they don't support the device, they're just selling it. In support of a nice though bit of single girl at the Geek Squad desk said you need to call Palm customer service. Visions of long queues occupied by 800 digits or voice-recorded prompts flashing in my head. How is it possible that the most important part of customers – the service – is left to customers to understand? I didn't know how true that statement would be until I met Jim. Jim is a gentleman who was waiting for his laptop and recovered from the hard drive when he noticed I was about to step away from the counter without getting help. Maybe it was the shoes I was wearing that got his attention, or an accent he couldn't quite meet. We started talking. And during our conversation, for a long time, where we absorbed, he continued to anesthe me with my Palm problem. I also have one, she said, it's another model, but I know what happens when it freezes like this. At that point, we were still at the Best Buy customer service counter. Other customers come and go. A nice young lady who was picking up a piece of equipment told us about her heritage - Japanese and Italian. He was quite striking and very affectionate. At the same time, no one got restless, no one complained that we were standing in front of the counter. Many joined the conversation, even distant listeners. People can't help, other people are the subject of constant fascination. Different, interesting, and inclusive are all the words I use to describe the experience. And we looked right at home exactly where we were. So that thought came to my mind. We talked about innovation in business and how innovation is mainly about looking at the same things and seeing something else. What if Best Buy gave room to encourage these conversations? What if instead of just having a counter where inevitably - there are short staff, long help needed - they placed a nice set of armchairs and small tables nearby. Customers can sit down. Some coffee companies may offer coffee and snacks. People who come by after work can expect something. Most importantly, what if they helped clients talk to each other by putting space there so they could do it? Jim solved my Palm problem and I walked away having made a new friend and feeling good about Best Buy. Instead of feeling let down, I now have a warm and fuzzy feeling in the store where I had such a good experience. Never mind that it wasn't the staff to deliver it. I had it anyway, and it has to do with the store. Let's take the idea a little further and think about what would happen if Brian, another customer, stopped repairing and waiting time learned that Jane, also waiting, knows all about digital cameras. He is thinking of buying one, but he feels skittish about asking to deposit employees. He doesn't want to be sold yet; he wants to buy after taking his time researching options. They strike the conversation and now Bill signs a list of features he wants from the camera. Jane asked him how he thought he was using it, adding stories about his purchases and what he learned from them. We all love to learn, we all hate learning and many of us don't like exploring, especially when we feel harried in the shop. The company can keep its costs down by maintaining a fixed number of geeks at hand to help. Customers get the help they need by getting help from other customers. And the store now has the potential to sell more, all packed nicely with good will. But wait, you're saying, what if I'm the only one out there this night? Word of mouth travels faster than information on fiber optic cable, you could:- Wait until someone else arrives for help - I was there probably short for two hours and the flow of people were constant - Self choose where to go to a person with certain types of equipment and volunteer help when you're there People love is helpful and there's not always time to meet new people by going to networking events. Companies that help reduce barriers to entry make conversations among customers happen, win. How about a good cup of coffee, you guessed it, Best Buy? I was thinking of buying a digital camera... 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