

# Do you know what your customer's experience is really like?

It's painfully obvious that in many companies, marketing is completely separate from customer service and on another planet from company operations. This is why we often see marketing communications that have nothing in common with the actual experience of using a product or service.

I have written about this several times before, but **as long as marketing is divorced from customer experience, companies will cultivate poor relationships with their customers.**

Recently, I stayed at a Holiday Inn Express. You know, where the marketing says that you will be smarter just by staying there. In reality, the walls were paper thin, making sleeping a challenge; the bathroom was cramped, making getting ready a challenge; and to top it off, I could smell breakfast cooking in my room, half-way down the hall on the second floor at 6:30 in the morning. Oh, and if this weren't enough, when I tried to work out in the fitness closet, I was greeted by an overheated room, with no temperature controls, and outdated, hard-to-use equipment. It didn't help that the front desk seem disinterested, and not once greeted me when I walked in the door.

I did not feel smarter by staying at the Holiday Inn. In fact, I felt taken. Their pricing for this location is on par with a hotel, not the motel they truly are.

While I was staying at this hotel I kept thinking that the hotel manager and the front desk people had never spent a night at their own motel. Or perhaps they had, which is why they were rarely to be seen and seemed so unenthusiastic about their jobs. What I know for certain is that whoever does the

marketing for Holiday Inn Express wants you to believe that this place is tops. But, you will only believe it if you have a positive customer experience. **If you, like me, have a negative customer experience, not only will you scoff at the marketing, but you will likely become a vampire instead of brand ambassador. That is, you will take away customers rather than bring business.**

If you want to have marketing communications that work LONG TERM, then you must learn about your customer's experiences with your product or service. You want to know the unvarnished truth. **If the experience is consistently bad, you have to fix the experience, not the marketing.**

**Ultimately, the most amazing communications/marketing campaign can't sell a bad product or service.**