

The Customer Service System

Greet Customers.

1. Get eye contact.
2. Thank them for coming in.
3. Tune the world out and them in.

Value Customers.

1. Think, "You're the customer - you pay my salary!"
2. Think, "There's something about you I like!"
3. Think, "You make my job possible!"

Ask How to Help Customers.

1. Ask, "How may I help you?"
2. Find out why they came in.
3. Ask open-ended questions to further understand their needs.

Listen to Customers.

1. Listen to words.
2. Listen to tone of voice.
3. Listen to body language.

Help Customers.

1. Satisfy their wants or needs.
2. Solve their problems.
3. Give them extra value.

Invite Customers Back.

1. Thank them for coming in.
2. Ask them to return soon.
3. Leave them wanting to return.

