

# CUSTOMER SERVICE QUICK TIPS

How to provide exceptional service



## **GREETING customers**

- Greet customers with a genuine "Hello" to create an inviting atmosphere.
- Welcome customers with a smile and make eye contact for a positive experience.



## **HANDLING concerns**

- Listen carefully to understand the customer's concern before responding.
- Show empathy by acknowledging their frustration and assuring them you'll help.



## **FOSTERING relationships**

- Identify shared interests to initiate meaningful conversations.
- Show genuine interest in what customers are saying and ask open ended questions.



## **REMEMBER**

Every interaction is a chance to create a positive experience, provide exceptional service, and build lasting relationships.