

Use this page as practice. For every customer request you get, always build trust, ask questions, listen, and know what solution to provide.

T Trust

Build trust. Ask for names. You'll help them. Set expectations.



A Ask

Start with one or two open-ended questions.



L Listen

Actively listen. Eye contact. Turn off distractions. Nod. Paraphrase. Clarify. Take notes.



K Know



Know what the best solution is for the customer. Know how to educate and advise, based on their needs.

**REMEMBER TO T.A.L.K. TO
EVERY CUSTOMER. EVERY EMPLOYEE. EVERY TIME.**



Managers: Use this space to write a scenario. Have each employee write (or demonstrate) each step.

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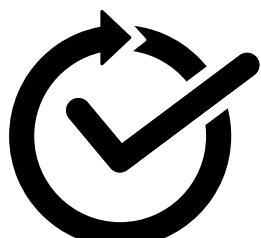


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