Providing Great Customer Service

Great customer service can do a lot of good for a business that interacts on the day to day with different people from all walks of life. In order to provide great customer service, its important to have great manners and always serve with a smile. Look at these tips as a guide to all interactions you can have on the salesfloor.

1. Give a Positive attitude and smile!

The first impression is EVERYTHING! Imagine how you would want to be treated as a customer and be sure to reflect that by smiling, engaging in direct eye contact, and putting your best foot forward with a positive attitude!

2. Practice Active Listening

Practice ACTIVE listening as your customers speak with you. Making sure you're engaged and that your customer is being heard is crucial to providing good customer service.

3. Know Your Stuff

A knowledgeable employee can provide information about the store, current sales, and even new products. They can easily address a customers needs or concerns. But remember, you can always ask your supervisor or team if there is something you are unsure of.

4. R.E.S.P.E.C.T

Treat every customer the way you want to be treated. Every customer comes from a different background with a different story. Being respectful can go a long way in the realm of customer service!

5. Excite Your Customers!

Use your customer service skills and knowledge of your products to excite your customers about the benefits they can get from using your products or services. Get them excited about the value you can provide them!

6. Please and Thank You!

Show how much you appreciate your customer and their business by using great manners! Also, make sure you let them know that you look forward to serving them again!

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