

Positive Customer Relations

Basic Guidelines

Do	Don't
Have a positive attitude	Say "You must"
Remember to thank people	Say "Do you understand"
Give people the benefit of the doubt	Interrupt
Admit and apologize for errors and delays	Use vague words such as very and later
Get your facts straight	Argue mentally
React to ideas instead of the person	Say "It's not my fault"
Control your emotions	Jump to conclusions
Be genuinely interested	Mumble
Hear others out	Rush the customer
Limit your own talking	Be inconsiderate
Think like the customer	Say "It's our policy"
Encourage the customer to talk	Engage in side discussions
Be proactive	Talk too much
Smile and speak clearly	Say "I don't know"
Identify yourself	Interrogate