

Basic Attributes of the Customer-Friendly Attitude

- Come to work expecting to have a good day
- Smile
- Greet the customer within 10 seconds (or three rings of the phone)
- Maintain eye contact
- Simplify language
- Make the customer feel important
- Use open body language
- Listen, listen, listen
- Ask open-ended questions
- Ask “Is there anything else I can do?”
- Thank the customer