

Top 5 tips for giving excellent customer service

customer service is key to keeping customers happy and coming back, the better the customer service the more people will suggest our establishment to others.

be attentive

if the customer is talking to you then you should be maintaining eye contact and making it clear that you are listening

if the customer feels ignored their issues will never be attended to and they wont enjoy their experience

dont give excuses

if a customer is complaining about something don't list off excuses instead try to work with them to find a solution

listing off excuses will make the customer more upset than they already are

maintain positive body language

don't give the customer a negative attitude and don't do other things while the customer is talking to you

if you have a negative attitude they aren't going to want to do business with you

dont argue

if a customer starts acting rude don't respond with the same energy instead try to diffuse the situation by sympathizing with them and fixing their issue

Arguing with a customer is unprofessional and rude, the

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Private comments

Lakita Reese
Oct 7, 8:39 AM

Excellent job providing customer service tips and the consequences of poor customer service. Be sure to capitalize all headings in your poster and the first letter of all sentences and phrases. Very effective, organized, and neat poster to hang in a restaurant that shows the importance of providing good customer service!

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