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 nasty attitude they aren't going to want to talk to you

dont argue

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

Arguing with a customer is unprofessional and rude, the customer will not come back if you argue with them instead of helping them

make customer feel heard

if you cant do anything about the situation try talking to a higher up so the customer doesn't feel invisible

if a customer comes to you with an issue and no attempt to help them was made they will assume you do not care

by lydia h. 2nd block 9-1-21