

## ***Customer Service Categories to Think About***

1. Benefits of the team approach to customer service
2. Ways to discover customer's real needs
3. How to make a positive first impression on the customer
4. Ways to be a good listener
5. Obstacles to providing exceptional customer service
6. Nonverbal behaviors that customers like or dislike
7. Dangers of trying too hard to please a customer
8. How to follow up a customer interaction
9. How to handle customer complaints
10. Words/phrases that upset a customer
11. How to keep a good attitude while serving difficult/upset customers
12. Negative self talk that you should avoid while serving a customer
13. Words/phrases that calm down an upset customer
14. What to say or do if you make an honest mistake with a customer
15. What to do when you don't have an answer
16. Why customers leave us and go to the competition
17. Your hot buttons: Customer behaviors that upset you
18. Advice you would give to a new person (in your role)