

JobTIPS



KEY POINTS - Customer Service

Good customer service means you:

1. Think like the customer.
2. Listen to and look for signs that show how a customer is feeling.
3. Apologize to customers when you make a mistake.
4. Apologize to upset customers, even when it is not your fault.
5. Remember the saying, "The customer is always right."
6. Ask for help when you need it.
7. "Put on a happy face."