

Name: _____ Date: _____

Customer Service skills

1. Listening Skills
 2. Communication Skills
 3. Patience
 4. Stay calm
 5. Empathy
 6. Persuasion Skills
 7. Smile at Your Customers
 8. Learn Your Business
 9. Keep Your Word
 10. Customer service
- A. Steer to meet needs
 - B. Non-Verbal Communication
 - C. Resolve the entire issue
 - D. Interpret information
 - E. Aware of feelings / emotions
 - F. Be an Expert
 - G. Build rapport
 - H. Can make or break a company
 - I. Not 'infected' by emotion
 - J. Don't Over-Promise