Exceptional Customer Experiences

Requires you...

1. Make a positive impression
2. Go the extra mile
3. Act / serve quickly
4. Own it
5. Know your business
   Your products/services
   Your environment (Ety, BWCA)
6. Know your customers

Exceptional Mannerisms
- Smile
- Maintain eye contact
- Professional/appropriate appearance
- Handshake/elbow bump
- Be attentive
- Calm tone of voice
- Hand gesture
- Keep safe/personal distance
- Confident Posture
- Observe what's happening

These “Top 10” Soft Skills
- Clear Communication
- Listening Skills
- Self-Control
- Positive attitude
- Assertiveness
- Conflict Resolution
- Empathy
- Depersonalization
- Taking Responsibility
- A sense of humor

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