Creating Exceptional Customer Experiences

When a customer...

Let’s Practice
When a customer...

1. ...interrupts you while you are helping another customer, what will you say or do?

Let’s Practice
When a customer...

2. ...asks a question you do not know how to answer, what will you do or say?

Let’s Practice
When a customer...

3. ...accidentally damages a product either on sight or perhaps an item that they rented, what will you say and do?
Creating Exceptional Customer Experiences

When a customer...

Let’s Practice

When a customer...

...leaves a bad review about you or your service, how will you react?

Let’s Practice

When a customer...

...rolls their eyes and demonstrates other silent behaviors indicating impatience, what will you say or do?

Let’s Practice

When a customer...

...complains about a faulty or missing product, what will you say or do?
Creating Exceptional Customer Experiences

When a customer...

Let’s Practice
When a customer...

...has questions or issues that cause a customer line to form behind (or after) him or her, what will you do?

Let’s Practice
When a customer...

...shares that they will not return or recommend your business, what will you say or do?

Let’s Practice
When a customer...

...tries to use an expired coupon or discount code you are unaware, what will you say or do?