

When a customer....

<p>Let's Practice <i>When a customer...</i></p>	<hr style="width: 20%; margin-left: auto; margin-right: auto;"/> <p>...interrupts you while are helping another customer, what will you say or do?</p>
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1

<p>Let's Practice <i>When a customer...</i></p>	<hr style="width: 20%; margin-left: auto; margin-right: auto;"/> <p>...asks a question you do not know how to answer, what will you do or say?</p>
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2

<p>Let's Practice <i>When a customer...</i></p>	<hr style="width: 20%; margin-left: auto; margin-right: auto;"/> <p>...accidentally damages a product either on sight or perhaps an item that they rented, what will you say and do?</p>
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When a customer....



Let's Practice <i>When a customer...</i>	<hr/> <p>...leaves a bad review about you or your service, how will you react?</p>
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Let's Practice <i>When a customer...</i>	<hr/> <p>...rolls their eyes and demonstrates other silent behaviors indicating impatience, what will you say or do?</p>
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Let's Practice <i>When a customer...</i>	<hr/> <p>...complains about a faulty or missing product, what will you say or do?</p>
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6

When a customer....

<p>Let's Practice <i>When a customer...</i></p>	<p>_____</p> <p>...has questions or issues that cause a customer line to form behind (or after) him or her, what will you do?</p>
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<p>Let's Practice <i>When a customer...</i></p>	<p>_____</p> <p>...shares that they will not return or recommend your business, what will you say or do?</p>
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<p>Let's Practice <i>When a customer...</i></p>	<p>_____</p> <p>...tries to use an expired coupon or discount code you are unaware, what will you say or do?</p>
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