

How Can I Help You?

Customer Service

Customer Service means helping customers nicely,
so that they will want to come back!

How do you address a customer?

- If you know the customer's name, use it.
- Call a woman "Miss" or "Ma'am" and a man
- Say "Excuse me" to get the attention of a
- Find out what the customer wants to know. know the answer, say, "I'm sorry, I'm not answer, but I will find out for you." Then him or her, and get back to them right
- Treat customers the way you yourself would treated!

"Sir."
customer.
If you don't
sure of the
find out for
away.
like to be

Are the following ways of speaking polite?

Write Yes if the following statements are polite, or No if they are impolite.

(1 mark each)

___ "Hey, c'mere!"

___ "Yes, Ma'am. Do you see anything you like?"

___ "Don't ask me. I don't know where your order is."

___ "What's your problem, buddy?"

___ "Sir, if you need any help, please let me know."

___ "Yeah, lady, what are you looking for?"

___ "Excuse me, can I help you?"

___ "I'm sorry. I don't know. Let me ask my boss."

___ "That's not my job."

___ "I'm too busy. Ask someone else."

___ "Just wait here, Ma'am. I'll get my boss right away."

Working with Angry Customers

It's normal to have an angry customer sometimes. What should you do?

1. Unless you have personally made a mistake, keep in mind that the customer is not angry with you directly.
2. Listen to what the customer is saying.
3. Say you're sorry, even if the problem is not your fault. You are apologizing for the company.
4. Explain why the problem might have happened (if you know).
5. Try to solve the problem (without making things worse).
6. If you can't help to fix the problem, ask your supervisor for help.
7. If the customer is very angry, contact your supervisor right away!
8. Stay cool! Don't get angry too!

Read the following situations. Write what you could do or say to make things better. (3 marks each)

1. A woman is shopping in your store, and her little girl wanders away. You have to stay behind the counter. What should you say or do?

2. While you are working at a cash register, a man starts to walk away without his change. What should you say or do?

3. You're a clerk at a furniture store. A sale is on, and a customer asks when the sale will be over. You don't know. What should you say or do?

Marks:

/20

Knowledge and Understanding				
	50–59%	60–69%	70–79%	80–100%
Understanding of concepts of politeness	Demonstrates limited understanding of concepts	Demonstrates some understanding of concepts	Demonstrates considerable understanding of concepts	Demonstrates thorough and insightful understanding of concepts