

# CUSTOMER SERVICE FOR EVERYONE

☀️ Being a customer service superstar means helping everyone feel welcome and valued. Sometimes, you might meet customers who are going through a tough time in their life; and it's important to be sensitive and compassionate. Let's learn how to interact with them in a caring and respectful way!

## BE KIND AND RESPECTFUL

It's important to show respect to everyone! If you encounter a customer who seems to be struggling, treat them like any other customer and greet them with a friendly tone and a smile. Even if someone is acting in an unusual way, remember that they deserve kindness just like anyone else.



## REMAIN CALM AND PATIENT

If your customer seems confused or disoriented, be patient and give them extra time to respond. Speak slowly and repeat yourself as necessary, and maintain your patience and kind tone of voice. Even if they get upset, stay calm and reassure the customer - do not get visibly frustrated and escalate the situation.



## LISTEN CAREFULLY AND AVOID JUDGEMENT

Listen carefully, and pay attention to what your customer needs. Offer any extra help you can give, and address their questions and concerns. Remember not to judge someone on how they look or act - you never know their story. Instead of judgement, focus on your task of helping and understanding.



## STAY SAFE AND SEEK SUPPORT

If you're unsure how to interact with a customer, or if they need help you don't know how to provide, don't worry. Let your manager know, and they can step in and offer further guidance and support. And if you ever feel uncomfortable or unsafe, find a supervisor right away. They are here to help both you and your customers, and to keep everyone safe at all times.

