

BEHAVIORAL SKILLS TRAINING: WHAT TO DO WHEN A CUSTOMER ASKS FOR HELP



1. Stop!



2. Look at the customer.



3. Smile!



4. Listen to what they say.



5. Say, "I will find someone to help you. I will be right back."



6. Find a coworker.



7. Say, "Can you please help a customer?"



8. Walk to the customer with the coworker.



9. Look at the customer and say "This person can help you."



10. Go back to work.