Behavioral Skills Training: How to Help 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.