

# The 10 Commandments of Customer Service

- 1. Never act as if you don't care about a customer or a co-worker
  - 2. Always serve the customer first
  - 3. Never leave a paying customer waiting in line to pay
  - 4. Always thank the customer
  - 5. Never forget to smile at your customers
  - 6. Always make the customer feel special
  - 7. Never forget to follow up after a sale
  - 8. Always be preparing (anticipate) to answer customer questions
  - 9. Never stop learning about the products and services you sell
  - 10. Always practice your introductions, greeting, pitch, body language and closing
- If you ever see us fail to meet these standards let us know!