



At Your Service: 17+ Ways to Nurture Your Customer Relationships

- 1) Give them your _____ attention.
- 2) Don't play the _____ game.
- 3) Be a _____ being.
- 4) Don't treat them like an _____.
- 5) Make sure customers are _____ they came to you.
- 6) Don't ever talk over _____.
- 7) It would be difficult to _____ thank you.
 - a. thank you for _____
 - b. thank you for _____
 - c. thank you for _____
 - d. thank you for _____
 - e. thank you for _____
 - f. thank you for _____
 - g. thank you for _____
- 8) A _____ thank you will make a lasting impression.
- 9) Call to give them _____ notice of new offerings.
- 10) Learn about _____ styles to better interact with customers.
- 11) Avoid _____.
- 12) Be _____ about your organization and its offerings.
- 13) Watch your _____.

- 14) Under _____ and over _____.
 - 15) Be _____ about your organization.
 - 16) Listen actively and _____.
 - 17) _____ when appropriate.
 - 18) Be _____, even if it hurts.
 - 19) Go the extra _____.
 - 20) Be glad to accept _____ criticism.
 - 21) Respond in a _____ manner.
 - 22) _____ when appropriate.
 - 23) Find _____.
 - 24) Take _____ for satisfying **your** customer.
 - 25) Be sure your **tone of voice** is _____.
 - 26) Don't make _____ of your customer.
 - 27) Always make _____ for your customer.
 - 28) Find ways to make your customer feel _____.
 - 29) Understand what's _____ to them.
 - 30) Avoid using your organization's _____.
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- 31) Always remember that customers never _____!

What will **you** do to nurture your relationships? With patrons: _____

With co-workers: _____