

Can you categorise the following into the “Do’s and Don'ts of Customer Service?”

- listen closely to customers and ask clarifying questions
- smile, nod, and use eye contact appropriately
- interrupt customers when they are speaking
- use positive language (e.g., yes, can, will)
- communicate clearly, slowly, and specifically
- use negative language (e.g., no, can't, won't)
- forget to thank the customer
- be creative, flexible, and ready for surprises
- promise something you cannot deliver
- act uninterested, defensive, or angry
- acknowledge and respect customers
- get emotional or take things too personally
- escalate an already tense situation
- be pushy
- remain calm and professional during stressful situations
- choose words, tone, and actions carefully

Do's	Don'ts