

Guidelines for Customer Representatives

The ideal customer representative needs to:

- Be friendly and smile.
- Be patient.
- Listen carefully.
- Be supportive.
- Calm down angry customers.
- Anticipate the customer's needs.
- Don't argue with your customer
- Treat your customers the way you want to be treated.
- Solve the problem of the customer.
- Be there for your customer.
- Care about the problems of the customer.
- Be adaptable to new situations.
- Develop a thick skin.
- Do a little extra.
- Act professionally.
- Know your products and services.
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