



## 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: \_\_\_\_\_