

3 Steps to Great Service

1. Figure out what the customer wants

- Engage

- Be Polite

2. Get it for them

- Expected level of service

- Empathize

- Be enthusiastic

3. Do it right

- Surprise them

- Keep it up

Activity

Practice training a new volunteer or staff member! Teach the 3 steps to a partner in less than two minutes. Use this script or change the verbiage to make it your own.

Step number one is 'figure out what the customer wants' which means we make eye contact and listen to what they have to say so we know exactly what they want and how we can help. We are also polite which means we smile and use courteous language.

Step number two is 'get it for them' and we do that in a few ways. At this store we greet every shopper within 20 ft or 20 seconds of entering the store, we help with loading and unloading for donors and shoppers, and we're respectful to our fellow ReStore staff and volunteers by being available to help in other departments when we can. If we don't have a product or service that a customer expects that can be disappointing. Because of that, in our ReStore we put forth additional effort to empathize with our customers so we can be understanding *and calm* in tense situations.

Step number three is 'do it right' which means surprising them with extra attention or service if we have time and only if they want it. We also 'do it right' by making these guidelines consistent so our customers know when they show up at the ReStore they can expect to be treated well.

If you have any questions you can ask anyone around here with a green shirt on, and we want you to have a great time so make sure you get one of us if you feel uncomfortable about a task or a customer interaction. Thanks so much for coming in today and thank you for helping Habitat!

Notes:

5 Steps to Effectively Handle Customer Complaints

1. Acknowledge the complaint

2. Sincerely apologize

3. Take action to make things right

4. Thank the customer

5. Take action to make things right
