

ABC's of Customer Service (Key)

Complete the handout with the correct phrase from the Customer Service Online Course at the Texas A & M Agrilife Extension website.

<http://extensiononline.tamu.edu/courses/vgyionline.php>

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| A | Acknowledge the customer |
| B | Believe in yourself |
| C | Cater to the customer |
| D | Dress professionally |
| E | Eye contact |
| F | Flexibility is a must |
| G | Go the extra mile |
| H | Human communication |
| I | Identify your weaknesses |
| J | Justify your actions |
| K | Know your duties |
| L | Listen to complaints |
| M | Manage your goals and expectations |
| N | Nurture the culture |
| O | Organize yourself and your tasks |
| P | Partner with the customer |
| Q | Quality of service |
| R | Record everything |
| S | Seek assistance |
| T | Talk to the customer |
| U | Utilize all available resources |
| V | Value your role |
| W | Ways to resolve the issues |
| X | eXcellent customer service |
| Y | Year in, year out |
| Z | Zealously approach tasks |