

Providing Good Services to Clients

You are new to the world of work. Making a good impression and adequately following directions are a must. Your supervisor has asked you to perform several duties pertaining to client service. You are unfamiliar with the procedures and equipment. What questions should you ask?

Individually, complete the handout with the appropriate information. Determine possible work practices that could be implemented at the workplace. Ask two questions concerning the proper use of each one and an advantage for practicing good communication skills.

Procedure/equipment	Questions to ask	Advantage
Using the cash register	How do I enter credit card information?	The employee should select and use appropriate business procedures and equipment to produce satisfying client outcomes and business success.
	How do I enter coupons/discounts?	