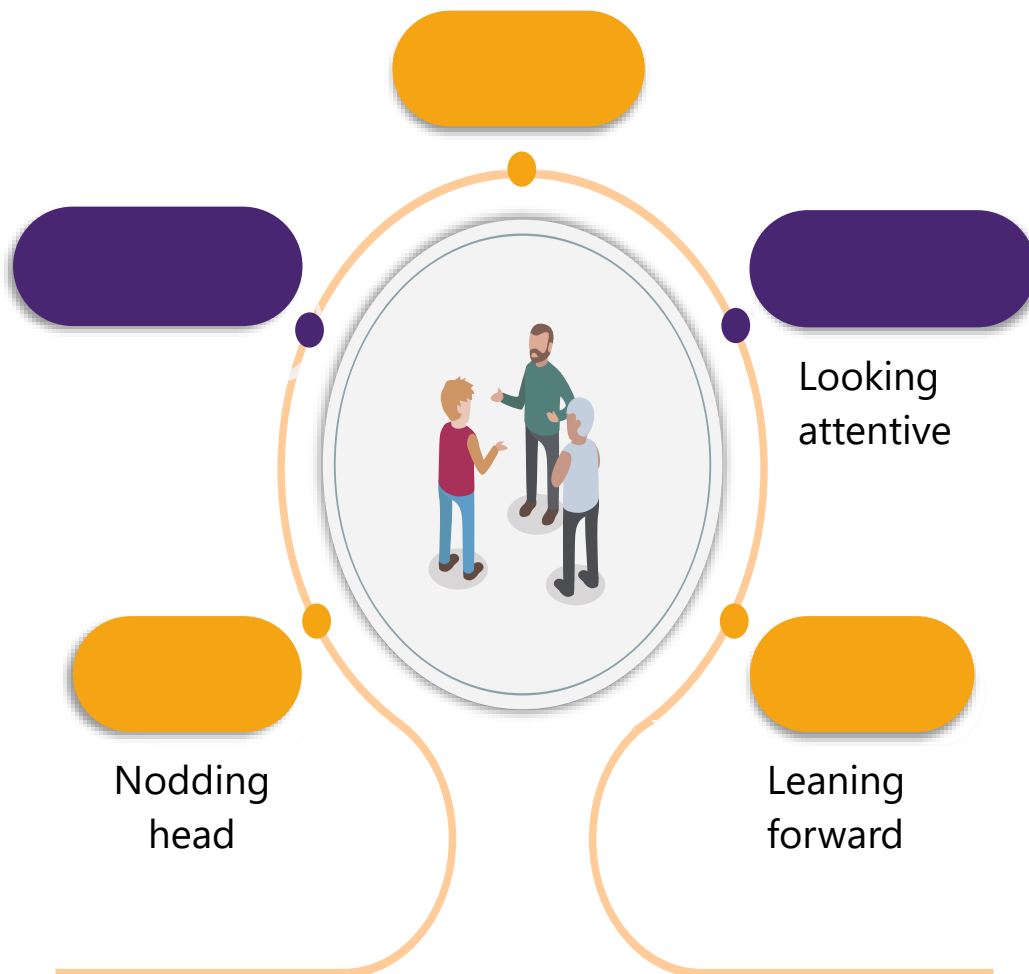




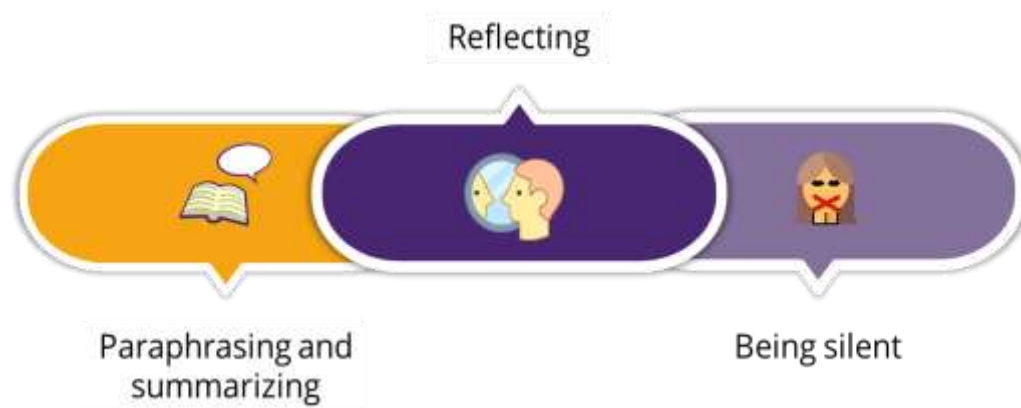
Non-verbal communication

Fill in the missing text in the boxes below.



Active listening

Fill in the missing text in the boxes below.



Notes:

Return business = ongoing business.

This is critical for any business to be successful. This is what helps to ensure job security and satisfaction.



Leave a positive impression, smile



Check customers have everything they need



If you've said you'll follow-up, do so



Tell them something that may be useful to them later (e.g. new service starting soon)



Invite them back



Say goodbye

Positive organisational image



Take a look at your organisation through the eyes of a customer.



What are the first things you notice?



What has the organisation done to make you feel welcome?



Does anything make you feel uncomfortable?



How could you feel more at ease?



Presentation and manner

What are the impacts to the company brand of good and poor presentation?

Good	Poor

5 THINGS TO AVOID



1.

2.

3.

4.

5.