Non-verbal communication

Fill in the missing text in the boxes below.

Looking attentive

Nodding head

Leaning forward
Fill in the missing text in the boxes below.

Paraphrasing and summarizing  Reflecting  Being silent

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
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?

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<thead>
<tr>
<th>Good</th>
<th>Poor</th>
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5 THINGS TO AVOID

1.

2.

3.

4.

5.