

Customer Service and Dealing with People

✓ Useful Phrases

- "How can I help you?"
- "I'm sorry to hear that."
- "Let me check for you."
- "Please wait a moment."
- "Thank you for your patience."
- "Would you like a bag?"
- "Do you have the receipt?"

🧠 Tips for Good Customer Service

- Always **smile** and make **eye contact**.
- Speak **clearly** and **politely**.
- **Listen** to the customer carefully.
- Stay **calm** if the customer is upset.
- Ask for help if you are **not sure**.

👥 How to Deal with Different Customers

Situation	What You Can Say
Customer needs help	"I can help you find that."
Customer is angry	"I understand. Let me fix that for you."
Customer wants to return an item	"Do you have the receipt?"
Customer thanks you	"You're welcome."