

# Ten Commandments for Great Customer Service!

1. The customer is the reason you have a business. The customer is NEVER an interruption to your work.
2. Greet every customer with a friendly smile.
3. Call customers by name.
4. Remember...YOU are Tupperware. You represent your entire company.
5. Never argue with a customer. Be a good listener and do what you can to make the customer happy.
6. Never say "I don't know." If you don't know an answer to a customer's question say, "That's a good question; let me find out for you."
7. Remember that the customer pays your wages. Every dollar you earn comes from the customer's pocket.
8. State things in a positive way.
9. Brighten every customer's day.
10. Go the extra mile. Always do a little more than the customer expects you to do. You will be richly rewarded by repeat business and referrals.