PASSPORT TO RETAIL

Greeting a Customer

1. Smile
A smile goes a long way, it makes the customer feel welcomed and that you are ready to help

2. Open body language
Take your hands out of your pockets, stand tall and don't fold your arms

3. Make eye contact
Tip, if this is hard, look at their eyebrows instead.

4. Give a nice welcome greeting
Clearly spoken, upbeat tone and sincere

5. Listen
It is so important you listen well when the customers start talking