



Comment Card Activity

Good morning, how are you?

It's 30 quid, do you want it?

Is there anything else I can do for you today?

That's not my job!

The total comes to £29.99
Will you be paying with cash or card today?

Can I help you?

That jumper your buying is a horrible colour.

What do you want?

Thank you for shopping with us today.

Have you found everything you were looking for today?

What?

Why is good customer service important?

Customer service is important because it impacts on the overall customer experience.

If a customer receives good customer service, they are more likely to return. They will also talk about the business positively to others, recommending the business to friends and family.

If the customer receives bad customer service, they will be unlikely to come back and will be less likely to recommend to others.