

Leave Your Customer Smiling

BY NEWCHAPTERLEARNING



Leave your customer smiling

In the same way that it's important to create a great first impression, it's just as important to leave your customer with a lasting, positive impression. So in the same way you smiled when you greeted your customer, that same ethos needs to be reflected in your closing remarks as your customer leaves or completes their transaction with you.

Do Something Different Today

- Be sure to smile and thank your customer.
- If you've found something out about them and what they're doing next or in the future, wish them well in it.
- Make your closing remarks pleasant, memorable and where you can, make it personal .e.g. Thank you, hope you're feeling better soon.

Customers want to be treated as individuals and know that you care about them. Listen to what they're saying to you and appreciate their custom. When customers get memorable service they keep coming back and they tell their friends too.

Make sure you give a memorable last impression, that will make your customers want to come back again.

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