**CUSTOMER SERVICE – FILL-IN-THE BLANK: SESSION 3**

**Customer Service: Skills for Success – 7th Edition**

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**Chapter Three: Verbal Communication Skills**

You \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ your organization, and customers will respond according to you and your actions.

All customer experiences are a combination of people coming together for a common purpose; interacting face-to-face, via technology, or in writing; and merging individual beliefs, values, and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

One variable over which you have little control as a service provider is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ state of your customers. When you first encounter someone, you have no idea if he or she is happy, sad, optimistic, angry, vindictive, or in what frame of mind.

That is why you must have an arsenal of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ skills in your service toolbox upon which you can draw.

Interpersonal Skills: The skills used by people to relate to and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ effectively with others.

As a customer service professional, you have the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to make or break the organization.

You are the front line in delivering quality service to your customers. Your appearance, actions, inactions, and the ability to communicate say volumes about the organization and its focus on customer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Two key elements in making your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with customers successful are to recognize how you tend to communicate and understanding how the communication process works.

Customers who feel that they have an active role in and control of a service-provider interaction often feel more important and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Ask for customer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ whenever possible.

By knowing more about their needs, wants, and expectations, you will be better able to \_\_\_\_\_\_\_\_\_\_\_\_\_\_ services and products that satisfy them.

People tend to like what is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

If customers come to know that they can depend on you and your organization to provide timely, factual information, they will likely be more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Customers often want to see that service providers \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ them on a personal level.

Service providers who tend to be “all business” or robotic in their service delivery often \_\_\_\_\_\_\_\_\_\_\_\_\_\_ to get high marks from customers.

In addition to any communication specifics that you would like to learn for yourself, ask the following questions to those with whom you interact regularly:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Two-Way Communication involves a sender and a receiver, each who \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to the communication process. Another part of the process is deciding the best channel to send a clear message.

Two-Way Communication is an active process in which two individuals apply all the elements of interpersonal communication (i.e. listening, feedback, positive language) in order to effectively \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ information and ideas.

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (office, call center, store, and group or individual setting) in which you send or receive messages affects the effectiveness of your message.

You take on the role of sender as you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ a message with your customer. Conversely, when customers respond, they assume that role.

Initially, you may be the receiver of your customer’s message; however, once you offer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, you switch to the sender role.

The \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is the idea or concept that you or your customer wishes to convey.

The method you choose to transmit your message is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. In an ideal world, it is typically best to communicate face-to-face, with secondary preference being over the phone.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ occurs as you evaluate what must be done to effectively put your message into a format that your customer understands (language, symbols, and gestures are a few options).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ occurs as you or your customer converts messages received into familiar ideas by interpreting or assigning meaning.

Feedback is one of the most crucial elements of the two-way communication process. Unless a response is given to messages received, there is no way to determine whether the intended message was \_\_\_\_\_\_\_\_.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are factors that distort or affect the message you receive. They include, among other things, your attitude, interests, biases, expectations, experiences, education, beliefs and values, background, culture, and gender.

Noise consists of physiological factors (health or physical characteristics and abilities) or psychological factors (level of attention, mood, mental health, or emotional condition) that \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with the accurate reception of information.

To maximize your potential and create a positive communication outcome with customers, use the **PLAN** acronym as a guide to effective communication: **P**\_\_\_\_\_\_\_\_\_\_ **L**\_\_\_\_\_\_\_\_\_\_ **A**\_\_\_\_\_\_\_\_\_\_ **N**\_\_\_\_\_\_\_\_\_

The first element of the PLAN is all about getting into a mental state of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to provide quality service effectively to your customers.

The second element of the PLAN deals with making your customers feel as if they are the most \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ people in the world from the moment they contact you.

Most people like to \_\_\_\_\_\_\_\_\_\_\_\_\_\_ as if they belong, be recognized as special, and seen as individuals.

Strive to let your customers know that you recognize them as individuals and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ their time, effort, patience, trust, and business.

Other important factors in excellent customer service:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The third element in the PLAN focuses on the area of interpersonal \_\_\_\_\_\_\_\_\_\_\_\_\_ with your customers.

Look for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to communicate on a personal level or to compliment your customer.

Listen to what they say. Look for specific things you have in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

In addition to avoiding the “\_\_\_\_” statements, focus on what “I” or “we” can do for or with the customer.

To \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ creating a negative situation or escalating customer emotions when things are already amiss, choose the wording of your questions carefully.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ listening is a key element of two-way communication. The manner in which you listen and respond often determines the direction of the conversation.

The final element of the PLAN model deals with how well you close a transaction, encourage your customers to return, and have them say positive things about their \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Get customer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ before taking action that was not previously approved or discussed, such as putting a telephone caller on hold or interrupting.

Like most people, customers like to hear when they are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. This is especially true when a mistake has been made or something goes wrong.

If a customer becomes upset or emotional, remain calm and objective and look for minor things with which you can agree, the customer will back off or become more rational. Also, they may likely see that they are out of control and that you are being \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ while trying to help.

Make customers feel as if they are part of the conversation by asking questions. Ask opinions, find out how they feel about what you are doing or saying, and get them involved by building rapport through ongoing \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Instead of some parroted response used for each customer like, “Have a nice day,” offer a sincere “\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_” and encourage the customer to return in the future.

Your feedback could affect the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ you have or are building with your customers. The effect may be positive or negative, depending on the content and delivery.

Feedback is a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to messages a listener receives. This response may be transmitted verbally (with words) or nonverbally (through actions or inaction).

Tips for Effectively Providing Feedback:

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
10. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The words you choose when providing feedback to your customers are crucial to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of a message.

Before providing feedback, you should take into \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the knowledge and skill level of your customer(s).

\_\_\_\_\_\_\_\_\_\_\_ Feedback can be more powerful than the spoken or written word because it is often subject to interpretation based on the customer’s background, culture, gender, age, and many other factors.

In addition to greeting the customer, make regular eye contact (normally no longer than three to five seconds at a time) and assume a positive approachable posture throughout your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with a customer.

Over the years, various sources have reported that it takes more muscles to \_\_\_\_\_\_\_\_\_\_\_\_\_ than to smile. With that in mind, spend more time (and less facial energy) projecting a pleasant, positive image with your face, rather than one that might send a negative message to your customers.

Express ideas \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ without weakening your position.

Your assertiveness level relates directly to behavioral style \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Some people are direct and to the point; others are calm and laid back or come across as being passive or nonassertive. Neither style is better or worse.

There are going to be times when you and your customers disagree. This is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ when humans interact.

Communicating \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ involves elements of self-respect and respect for others.

Generally, assertive communication deals with expressing ideas positively and with \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Assertive service is good for solving problems and sustaining customer relationships; while aggressive service may escalate problems and destroy \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Aggression involves \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ behavior.

Aggressive behavior can lead to relationship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**Chapter Four: Nonverbal Communication Skills**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Messages: Consist of such things as movements, gestures, body positions, vocal qualities, and a variety of unspoken signals sent by people, often in conjunctions with verbal messages.

Nonverbal messages can contradict or override \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ messages. When in doubt, people tend to place more value on nonverbal messages.

To be successful in the service profession, you must be aware that you constantly send nonverbal messages to others and that it is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for you not to communicate.

Although nonverbal cues carry powerful messages, you should remember that there is considerable room for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of the cues used by different people.

Background, culture, physical conditions, communication ability, and many other factors \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ whether and how well people use body cues.

Body \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: Nonverbal communication cues that send powerful messages through gestures, vocal qualities, manner of dress, grooming, and many other cues.

By recognizing, understanding, and reacting appropriately to the body language of your customers, as well as using positive body language yourself, you will communicate with them more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

People have said that the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are “the windows to the soul.” Eye contact is very powerful. Criminal investigators are taught to observe eye movement to determine whether a suspect is being truthful or not.

Additionally, looking down before answering questions, glancing away continually as your customer talks, blinking excessively, and other such eye movements can create a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ impression.

Just as you send messages with your eyes, your customer’s eye contact can also send \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ messages to you.

Another aspect of nonverbal communication has to do with the size of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Research on the correlation between a person’s interest in an item or object being viewed and the size of the person’s pupils suggests that when a customer is interested in an item, their pupils will \_\_\_\_\_\_\_\_\_\_\_\_ (grow larger).

The face is capable of making many expressions. Your \_\_\_\_\_\_\_\_\_\_\_\_\_\_can signal excitement, happiness, sadness, boredom, concern, dismay, and dozen other emotions.

By being \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of the power of your expressions and using positive ones, such as smiling, you can imitate and sustain relationships with others.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ typically expresses a mood of friendship, cheerfulness, pleasure, relaxation, and comfort with a situation.

Your stance or the way that you position your body is known as \_\_\_\_\_\_\_\_\_\_\_\_\_\_. Various terms describe posture based on body positioning, (i.e.) formal, rigid, relaxed, slouched, awkward, sensual, & defensive.

In addition, your nonverbal behavior when \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to a customer speak can affect their feedback and reaction to you.

Nodding of the head is often used (and overused) by many people to signal agreement or to indicate that they are listening to a speaker during a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Although nodding your head generally signals agreement, if you nod w/out a verbal acknowledgement or paralanguage, a missed or misinterpreted \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ could result.

The use of the head, hands, arms, and shoulders to accentuate verbal messages can add color, excitement, and enthusiasm to your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Open, flowing gestures (gestures with arms, palms open and upward, out an away from the body) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ listening and help explain messages to customers.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cues: Qualities of the voice that send powerful nonverbal messages.

Changes in voice tone (either higher or lower) add vocal variety to messages and can dramatically affect interpretation of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

The \_\_\_\_\_\_\_\_\_\_\_ in which you deliver vocal messages is referred to as the degree of loudness or volume.

Be aware of the volume of your voice, for changes in volume can indicate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and may send a negative message to your customer.

Depending on surrounding noise or your customer’s ability to hear you properly, you may have to raise or lower your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ as you speak.

Rate of speech varies for many people. An average rate of speech for most adults in a workplace setting is 125 to 150 words per minute (wpm). You should recognize that your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of delivery could affect correct receipt and interpretation of your message.

The sound or quality of your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ can affect message interpretation.

The variations in your voice quality can help encourage customers to listen (if your voice sounds pleasant with a smile) or could discourage them (if it is harsh sounding), depending on their \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of how your voice sounds.

Articulation, enunciation, or pronunciation of words refers to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of your word usage.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in communication can be either positive or negative depending on how you use them.

Silence is a form of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication that can be used in a number of ways, some more productive than others.

Semantics has to do with choice of words. Although not nonverbal in nature, semantics is a crucial element of message delivery and interpretation because people interpret your intentions or meanings based on their understanding of word \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

You can add to or detract from effective communication depending on the words you choose and the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in which you use them.

The bottom line related to semantics is that you always want to come across as being \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ when interacting with your customers.

The way you look and present yourself physically (hygiene and grooming) and your manner of dress (clothes clean, pressed, and professionally worn with your shoes shined) send a message of either professionalism or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Through your appearance and grooming habits, you project an \_\_\_\_\_\_\_\_ of yourself and the organization.

Effective hygiene (washing and combing hair, bathing, brushing teeth, using mouthwash and deodorant, washing hands, and cleaning and trimming fingernails) is \_\_\_\_\_\_\_\_ to successful customer service.

A number of studies show that prominent tattoos and visible piercings are becoming more commonplace in society for all generations. Still, in many instances, these body modifications can raise customer’s eyebrows and cause a negative reaction because of \_\_\_\_\_\_\_\_\_\_\_\_\_ that some people have of such things.

Although good hygiene and grooming are important, going to an extreme through excessive or bizarre use of makeup, hair coloring, and excessive use of cologne or perfume can create a negative impression and may even cause people to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ you.

For a number of years, casual dress, “dress-down days,” and business casual have been buzz words in many organizations as management tries to adapt to the changing values of today’s workforce. This trend toward being a bit too lax is now reversing in many companies because some employees have taken the concept of “casual” to an \_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Work clothing does not have to be expensive, but it should be well maintained and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to your work setting.

Each culture has its own proxemics or spatial cues (zones or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in which interpersonal interactions take place) for various situations.

Another important thing to remember about spatial distance in the service environment is how others might \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ your actions.

The environmental cues of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in which you work and service customers also send nonverbal messages about you and the organization.

Other factors, such as miscellaneous \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ including personal habits, etiquette, and manners, can affect customer perception or feelings about you and your organization.

Some organizations have standards for servicing customers within a specific time frame (i.e. returning phone calls within 24 hours), but these time allocations should be targets, not absolute deadlines, since all customer transactions cannot be resolved in a specified period of time. The key is to be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in your efforts.

Trust is the basis for any sound relationship. Without it, you really have no relationship. When you deal with your customers, it is crucial that they can \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on you.

People appreciate receiving appropriate \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and prefer dealing with others who have good etiquette and manners.

Although color is not as important as some other factors related to nonverbal communication in the customer service environment, the way in which you use various colors in decorating a workspace and in your clothing could have an emotional \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on customers.

Gender \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is an important factor for you to consider before dealing with customers.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ find that females generally tend to learn more nurturing relationship skills early, whereas males approach life from a more aggressive, competitive stance.

The lessons learned early in \_\_\_\_\_ usually carry over into the workplace and affect customer interactions.

To be successful in a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ economy, you need to be familiar with the many cultures, habits, values, and beliefs of a wide variety of people.

To become more skilled at dealing with people from other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, develop an action plan of things to learn and explore.

You should be \_\_\_\_\_ of habits or mannerisms that can send annoying or negative messages to customers.

Hundreds of years ago, people in many cultures began to use a handshake as a way to determine whether a person was holding a weapon. Later, a firm handshake became a show of commitment, of one’s work, or of “manhood.” Today, in many cultures that have adopted the “Western” approach of doing business, both men and women in the workplace are expected to convey greeting and/or commitment with a firm \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

One key point to remember related to handshakes is that some people are averse to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for a number of reasons.

Nonverbal cues are all around us. Vocal and visual cues related to customers’ feelings or needs are important and may mean the difference between a successful or unsuccessful customer service \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Service providers miss important vocal and visual clues related to customer feelings or needs because they are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ doing other things or not being attentive. These missed opportunities can often mean the difference between successful and unsuccessful customer experiences.

Let others know that you have received and interpreted their \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ cues.

In many instances, you need feedback in order to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ your behavior.

One way to ensure that you are accurately \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ nonverbal cues given by a variety of people is to analyze your own perceptions, stereotypes, and biases.

Being customer-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in your behavior may help you solve a customer’s problem or eliminate the opportunity for a problem to develop.

The nonverbal behavior you exhibit in the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of a customer can send powerful messages.