**Customer services**

**NAME:**

**In your own words tell me what Customer Service is**

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 **Explain what non-verbal customer service is and give 2 examples**

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**What ways do we interact with customers without using our voice?**

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What are the benefits of good customer service?

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| Scenario 1 | What should you do to prevent miscommunication and poor customer service, for this scenario? |
| A client at a hairdressing salon requests a particular hairstyle. She imagines just a trim and a touch up of her usual colour. The resulting hairstyle was not what the client desired. She received a different colour and felt her hair had been cut too short.  | What should have been said or done before the hair cut? What should be said or done after the haircut?  |