

# ABC's of Customer Service (Key)

Complete the handout with the correct phrase from the Customer Service Online Course at the Texas A & M Agrilife Extension website.

<http://extensiononline.tamu.edu/courses/vgyionline.php>

A	Acknowledge the customer
B	Believe in yourself
C	Cater to the customer
D	Dress professionally
E	Eye contact
F	Flexibility is a must
G	Go the extra mile
H	Human communication
I	Identify your weaknesses
J	Justify your actions
K	Know your duties
L	Listen to complaints
M	Manage your goals and expectations
N	Nurture the culture
O	Organize yourself and your tasks
P	Partner with the customer
Q	Quality of service
R	Record everything
S	Seek assistance
T	Talk to the customer
U	Utilize all available resources
V	Value your role
W	Ways to resolve the issues
X	eXcellent customer service
Y	Year in, year out
Z	Zealously approach tasks