

Five Questions That Build Rapport

You can improve your rapport-building skills by coming up with five questions ahead of time that can be used to initiate conversations with customers.

Really good rapport-building questions have one or more of these characteristics:

- They get customers to talk about themselves
- They uncover additional opportunities to serve
- They fill dead air so customers don't feel like they're waiting very long

What questions can you ask to start a conversation and build rapport?

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.