

Behavioral Training - COURSE CONTENT

Ch1: Welcome and Common Courtesy

- ☐ Prompt greeting and / or acknowledgement
- ☐ Sincere welcome and asking “how can I help you?”
- ☐ Standing if seated
- ☐ Extending a handshake
- ☐ Opening doors
- ☐ Walking beside people, not in front of them

Ch2: Positive Body Language and Tone

- ☐ Smiling and having a relaxed facial expression
- ☐ Standing tall”no slumping, slouching or leaning against anything
- ☐ Eye contact
- ☐ Appropriate voice tone and inflection
- ☐ Setting a comfortable pace”not rushing
- ☐ Minimize interruptions and multitasking

Ch3: Customer Awareness

- ☐ Look up when customers approach or pass by
- ☐ Make eye contact and say hello to passing customers
- ☐ Use the 10 foot rule; own all customers who you come within 10 feet of you
- ☐ Offer to assist customers who look lost or are juggling personal items
- ☐ Treat other employees like “internal” customers, creating a positive work environment for all

