

## **Customer Magic Great-byes Team Sign-off**



We need every colleague to play their part in driving an increase in customer frequency. To help ensure this, we want you to check that every colleague is using the technique of Great-byes. Work with your team and observe them interacting with colleagues. When you see a colleague completing a Great-bye ending to a conversation, sign them off. Once your team is fully signed-off, confirm this with your Area Manager.