

# READY FOR TAKEOFF: CHECKING BACK INTO CUSTOMER SERVICE

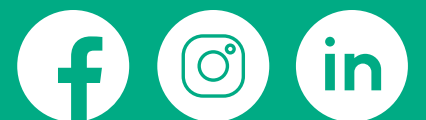


**FEELING UNSURE  
ABOUT GETTING  
BACK TO WORK  
IN CUSTOMER  
SERVICE?**

# YOU ARE NOT ALONE

Many others are feeling nervous about getting back to work in customer facing roles too.

But these tips may help!






# IT'S TOTALLY NORMAL

Firstly, it's important to understand that it's ok to feel unsure, nervous, excited, or anxious about returning to work. It's very likely that your managers, work mates, and customers are feeling the same.



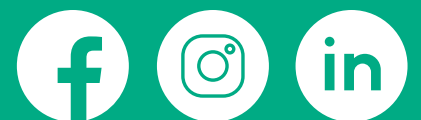
# COMMUNICATION IS KEY

Be sure to discuss with your manager your concerns, and continue to communicate how you are feeling on a regular basis. Also check-in with your colleagues and see how they are feeling to offer support if you can.

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# KNOWLEDGE IS POWER

Ensure you have a thorough understanding of exactly what the rules are. Be curious and ask questions to ensure that you know everything you need to be able to answer your customers questions.





# KNOW YOUR PLAN

Work with your manager to make a plan of how you will deal with difficult situations. Do some role plays with your colleagues to practice.





# STAY CALM

The best way to deescalate a situation is to stay calm yourself. Remember that the customer is likely not angry with you, but with the rules or guidelines.





# LISTEN

Let the customer express their concern and listen actively using body language like nodding, and maintaining eye contact.



# EMPATHISE

Once you have heard the customer's issue, express empathy by repeating back to them.

*"I understand you are frustrated because you are unable to sign in using the QR code"*

*"I appreciate you explaining your concerns to me and am sorry that this has been a dissatisfying experience for you."*



# GIVE CHOICES

Be clear in providing the customer with the choices that are available to them. Flip a 'no' into a 'here's what we can do for you'

*"Although I understand you wished to dine in today, our kitchen is still doing a takeaway service which you could still enjoy in the park by the water.."*

*"I know it's not quite the same as browsing in store, but we are still doing our 1 hour click and collect if you wanted to have a browse online we can get your order ready by 2pm.."*



# REFOCUS

Once you have provided the customers some choices try to refocus the situation to a positive.

*"Our kitchen is actually not too busy just yet so they can get that done for you right away. You're going to love our new pizzas! The pumpkin is my fave too!"*

*"We've actually just extended our returns policy so rest assured if it's not perfect you can refund or exchange it for up to 60 days but I'm sure you'll love your new outfit the orange is such a great summer colour!"*



# THERES ALWAYS ONE..

As we get back to welcoming customers into our stores and venues, there may be a difficult situation from time to time, but know that the majority of customers understand the challenge, and are so grateful for your smiling hello.

# BUT SUPPORT IS AVAILABLE

Lifeline: 13 11 14

Lifeline Text: 0477 131 114

Beyond Blue: 1300 224 636





# LET'S **RECAP**

- Know your plan
- Stay Calm
- Listen
- Empathise
- Give Choices
- Refocus

**HAS THIS GUIDE  
BEEN HELPFUL?  
LET US KNOW IN  
THE COMMENTS!**

