

WHAT MAKES A GOOD LISTENER?

A good listener is one who:

- Maintains eye contact
- Leans toward the customer
- Smiles appropriately
- Ignores (meaningless) distractions
- Gives total concentration
- Uses encouraging sounds or motions
 - "uh, huh"
 - "I see"
 - "all right"
 - head nodding
- Restates the customer's request
- Clarifies the customer's request
- Does not interrupt the customer
- Does not finish the customer's sentence