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