

Exercise 3

(Session 1: Section 3)

1. In this scenario, what specific steps did the salesperson take to provide quality care? How do you think this approach made the customer feel?
2. If you were the salesperson in this scenario, what additional suggestions you would have offered the customer?
3. How did the salesperson save the sale and improve the customer's overall experience?
4. Should you always provide the same level of customer care to everyone?
5. Do you ever feel rushed when you're at work? If so, how do you handle the pressure? If not, what does your organization do to make you feel comfortable?
6. How do you avoid abrasive and abrupt communication when rushed? What other things can you do to improve your interactions with others during pressure situations that you aren't currently doing?
7. What role do you think our attitude plays in our feelings of being rushed? How can a consistently positive attitude affect the amount of pressure you feel at work?