

 **Trainer's Toolbox**

Customer Service From the Top



NRHA
North American Retail
Hardware Association

Dealing With Returns

- Check your attitude
- Be empathetic
- Find the opportunity



*Christine Hand,
Handyman Hardware*



Show Empathy

- Treat others how you want to be treated
- Under promise, over deliver
- Greet customers by name
- Keep open communication



*Charlie Gillman,
Gillman Home Center*



Have Fun

- Be the customer's hero and have fun
- Love where you work
- Be a resource to the community



*Mark Schulein,
Crown Ace Hardware*



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View NRHA's Basic Training Course in Selling Skills to learn more about providing great customer service.