

Angel DELIGHT!

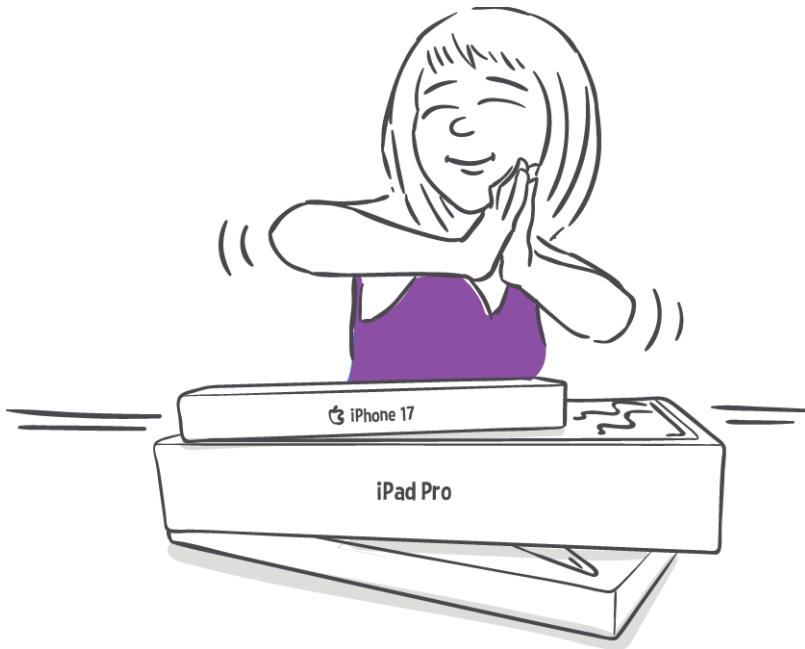


D - DELIVER Occasional Surprise



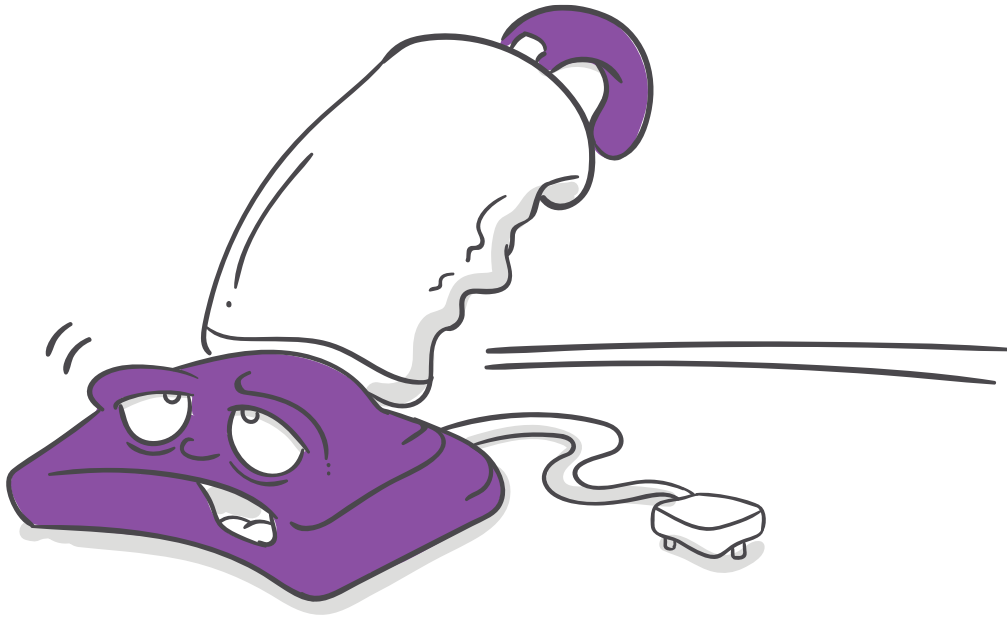
- Answer the “Unmasked questions”
- Give a compliment
- Demonstrate how much you value your customers
- Give something for nothing

E – Excite



- Make it special
- Great choice (Product)
- Just imagine.....
- You're in safe hands with us, we will get you back up and running
- It's going to be great!

L – Lift the mood



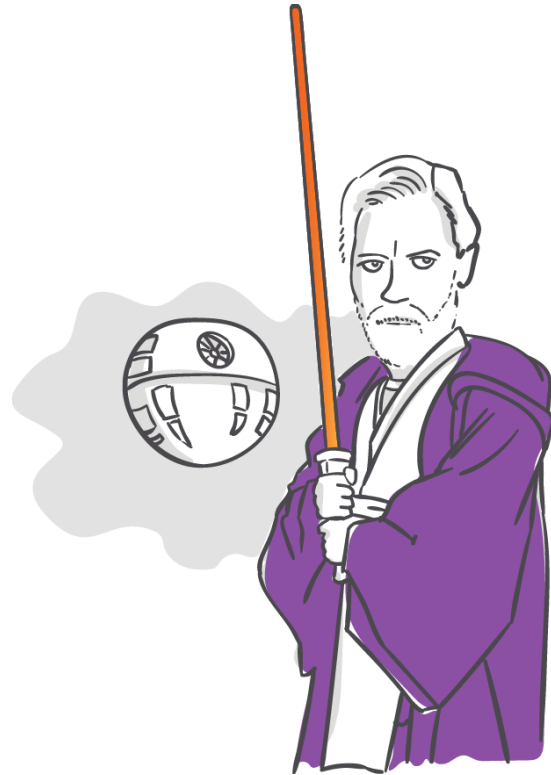
- Be positive
- Demonstrate energy and enthusiasm
- Choose to be “World Class”
- Dyson story!

I – Interested



- The Customer is the Hero
- Be interested in them, their business, their day and their current situation
- Ask curious questions
- Listen to hear, not listen to speak

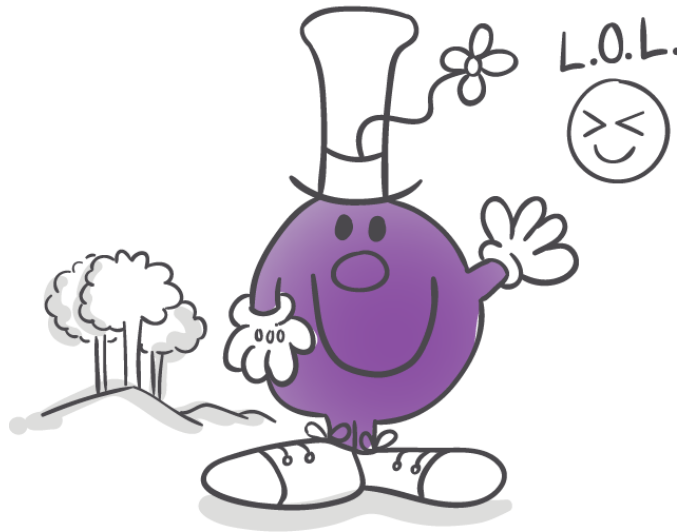
G – Guide



- Be a good “Guide”
- Provide them with the answers
- Share your insights
- Share your wisdom
- Give them a plan

H – Have FUN!

MR. FUNNY

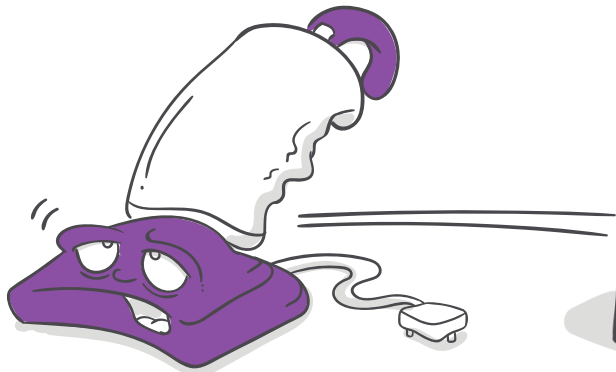


- Light-hearted fun
- Have a chuckle
- Be human
- Learn to “Play” again

T – Thank you



- Saying “Thank you” binds people together
- Increases mental wellbeing
- Makes you and the customer feel good
- Jordon the chemist



MR. FUNNY

