

## The Customer is Always Right



Sometimes at a store a customer will get angry and yell at an employee. They might not have gotten the right food, something could be wrong with the product, or they think it costs too much. They might be right and they might not be right.

I may not agree with the customer but in all jobs, *"The customer is always right"*. This saying means that we need to treat the customer with respect. If a customer comes up to me and yells or complains about something, I can say: *"I am sorry about that, let me get Mr. Smith and he can help you."* If I stay calm and refer the customer to my supervisor, I will have treated the customer with respect and handled the situation appropriately.

