



Sometimes customers may interrupt me when I am busing tables, but my manager wants me to be polite and help customers when they ask questions or need help.

When I am interrupted, I can stop and take a deep breath.
I can ask the customer: *"Can you please repeat your question?"* and smile.

I can answer the question if I know the answer.
If I do not know the answer, I can find someone who can help.

I will try to remember to stay calm if the customer is upset.
If the customer is upset, I will say, *"I will find someone who can help you."*
Then I will find the manager.