



Sometimes customers may interrupt me when I am working on the sales floor.
My manager wants me to be polite and help customers when they ask questions or
need help.

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 help the customer find someone who can help.

When a customer is upset, I will take a deep breath and say,

"Let's go find the manager. I think she can help you."

I will find the manager, and then I can get back to my work.