

## "The Customer is Always Right"

### This does **NOT** mean:

This does **not** mean that the customer is perfect.

This does **not** mean that the customer is never wrong about anything.

This does **not** mean that the customer never makes mistakes.

This does **not** mean that all customers treat employees in a respectful, kind manner.

*\*Special note: This does **not** mean that it is okay for a customer to manipulate, harass, or threaten you.*

### This **DOES** mean:

It **does** mean that even when you do not agree with the customer, you usually need to keep your opinion to yourself.

It **does** mean that even when the customer makes a mistake, you should not tell them that they are wrong.

It **does** mean that you should not argue with the customer, even when you disagree with them.

It **does** mean that if the customer makes a request, you (as the employee) should try to assist them with what they need.

It **does** mean that you should try to stay calm, even when a customer is being rude to you.