

## **Interruptions When Talking With Customers – Procedure**

When talking with a customer in person or on the phone, do not allow yourself to be interrupted by anyone else. That includes another customer, a coworker, a parts driver, a salesperson, a tow truck guy, and everyone else. Always complete your interaction with the customer before directing your attention to someone else. If the phone is ringing, let it ring.

You can briefly excuse yourself and tell the other person that you or someone else will be with them shortly (no additional conversation), then return to the customer you were talking with.

Be aware of this occurring with your coworkers—help by answering the phone or talking with the person waiting for assistance. Help them if you can. If not, take a message for phone callers or let the person know someone will be able to help them soon.