## Activity



Think of an occasion where you observed a customer experience. What style do you see customer display, and what behaviour did you observe – either positive or negative to justify your answer?

What is your style?

What are the key differences in your positive and negative behaviour?

What can you do to adapt your style to meet a customer needs (if you see yourself displaying any negativity)?

What behaviour may a customer expect from you?

How can you influence your customers to adapt their style to meet your needs?