



## **“YBC’s” 13 Core Customer Service Competencies**

1. Smile & Est. Eye Contact
2. Greetings
3. Courtesy
4. Appearance
5. Environment
6. Cleanliness
7. Apologies
8. Telephone Skills
9. Handling Problems
10. Follow-up
11. Evaluation of Service
12. Surprise
13. Farewells

### **Notes:**