Walk-in Greetings
Jeff Mowatt, “The Art of Client Service: Influence with Ease”

Best Walk-in Communications
Recognize them and make them feel you are glad they stopped in.

- Hi, have you been here before?
- Comment on the weather outside
- Compliment appropriately
- Use a conversation piece
- Go over current events or activities going on in the community
- Timing of greeting
- Look for commonalities

Worst Walk-in Communications
Not so welcome reception

- Stare
- Daze
- Just one?
- Can I help you?
- Next!
- Phony sounding greeting
- Negative comments

The Customer....
Is the most important person in my business

- Does not depend of me – I depend on the customer
- Is not an interruption to my work – the customer is the purpose of my work
- Does me a favor when calling – I am not doing the customer a favor by being here
- Is part of my business – not an outsider
- Does not want to argue or match wits with me
- Is a person who brings me his wants – it is my job to fill those wants
- Deserves the best and most courteous service I can give
- Is the one who makes it possible to pay me

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Courtesy: Training resources developed by University of Missouri Extension Community Development Specialists:

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