

# Quality Customer Service

## LEAD WITH POSITIVITY

Everyone wants to be \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_.

Body language tips for communication include:

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3 ways to show you are listening:

\_\_\_\_\_ - After listening to their concerns, paraphrase what was said to you.

\_\_\_\_\_ - Acknowledge their feelings/emotions.

\_\_\_\_\_ - Say how much you value them.

Make a list of your desired studio values:

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Create a list of approved language at the studio:

Approved	Not Approved

# Quality Customer Service

Map out your customer journey through the eyes of a first-time dance parent. List some first impressions that are opportunities to offer a 5-star experience.

First \_\_\_\_\_  
First \_\_\_\_\_  
First \_\_\_\_\_  
First \_\_\_\_\_  
First \_\_\_\_\_

## EMPOWER YOUR TEAM

Normalize:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Build confidence by creating training tools like FAQs to reference, email templates, and phone scripts.

Create a “happiness policy” for your studio below:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What are some ways you can make positive deposits in clients' lives?

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_  
4. \_\_\_\_\_  
5. \_\_\_\_\_

Think of \_\_\_\_\_ customer experiences as \_\_\_\_\_ in a  
\_\_\_\_\_ account. The more you \_\_\_\_\_, the less a \_\_\_\_\_ stings.

Always lean into \_\_\_\_\_ an \_\_\_\_\_.