

I AM THE CUSTOMER

'Should I choose to come to your counter instead of the others, I expect you to smile and greet me with genuine enthusiasm.

Even if I'm upset or moody, I expect you to serve me with effortless care. I'll change my mind often and ask many questions, you will be happy to oblige and answer me with a smile.

I expect you to humour me even if I am not funny. I will even make jokes at your expense and you will still answer with a smile and a laugh.

I will frown at your suggestions and sigh when you tell me the price. You will remain confident and smile with pride knowing your product is worth it.

I will come when you are busy and expect you to drop everything and serve me quickly. You will apologise for keeping me waiting.

I may choose never to smile, talk back or even acknowledge your comments; that's just me that's my right.

I expect to be served quickly and even if I changed my mind or if I am wrong you will make me feel as if I was right with a smile and a conscientious thank you.

Its quite simple

Greet Me, Talk To Me, Feed Me, Thank Me

If you don't . . . I will go somewhere else!

(From Back Door of the Staff Toilets at Beechworth Bakery)