



GO THE EXTRA

*Smile!*

You're here because you love animals. But we can't save animals without help from people!

Every person who walks through our doors is a potential future adopter, donor or volunteer. Some of them have never visited an animal shelter before; their experience today could determine if they (and their friends, family and neighbors) ever come back.

We all have bad days. But excellent customer service should always be a priority—it's a habit that can help us save more lives!



### *Greet everyone with a smile*

Whether they've come to adopt or need services, people deserve points just for showing up at the shelter.



### *Concentrate on the client*

Give people your full attention and encourage them to ask questions.



### *Give thanks*

Before someone leaves, ask if they were interested in any particular animals or if they have questions. Thank them for visiting and invite them to come again.