



Customer Service Basics

Mumbai Airport Lounge Services

Write True or False for the following statements:

1. It is OK not to smile.
2. The letter 'A' in 'FACTS' stands for Attendance.
3. Creating memorable guest experience is one of our 'Brand Values'.
4. We need to be sympathetic towards our guests/customers.
5. Eye contact means staring at someone.
6. Customer/Guest needs our undivided attention.
7. It is OK to chit-chat during shift, while guest is waiting for service.
8. Guests/Customers expect quick and efficient service.
9. Being 'Service-oriented' means being proactive.
10. Being thoughtful means to keep thinking and writing them down.

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Training Team