

## TEN TIPS FOR GREAT SERVICE TO CUSTOMERS WITH DISABILITIES



...where people with disabilities review businesses and services

1. Talk directly to the customer with the disability, even if there is a companion with her.
2. Ask the customer if he wants help, then let him guide you if he does.
3. Talk in a normal voice – don't shout or talk down.
4. Slow down and be patient. Your customer with a disability may need more time to answer you or to think about choices.
5. If you don't understand the customer's response, ask him to repeat his words or ask him to write it down.
6. Use hand gestures, pointing and body language to help communicate when needed . They really help!
7. Hire people with disabilities to work in your business.
8. If your customer uses a service animal don't pet or try to play with it. If your customer uses a wheelchair, cane or other physical support, don't touch the supports. Don't try to move them without permission.
9. If you need extra time to serve a customer with a disability, acknowledge her presence and let her know. This is helpful when you are busy.
10. Check that your business is in compliance with the Americans with Disabilities Act and, if not, make changes to comply. It's the law.

What's your tip? Share it with us at [jjslist.com](http://jjslist.com).  
(Post this in your work room and see the results!)