



TEN TIPS FOR GREAT SERVICE TO CUSTOMERS WITH DISABILITIES

1. Look directly at the customer with a disability. Talk directly to her, 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. 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, ask permission before touching or moving the supports.
8. 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.
9. Check that your business is in compliance with the Americans with Disabilities Act. If not, make changes to comply. It's the law.
10. Hire people with disabilities to work or volunteer in your business.

What's your tip? Share it with us at jjslist.com.



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