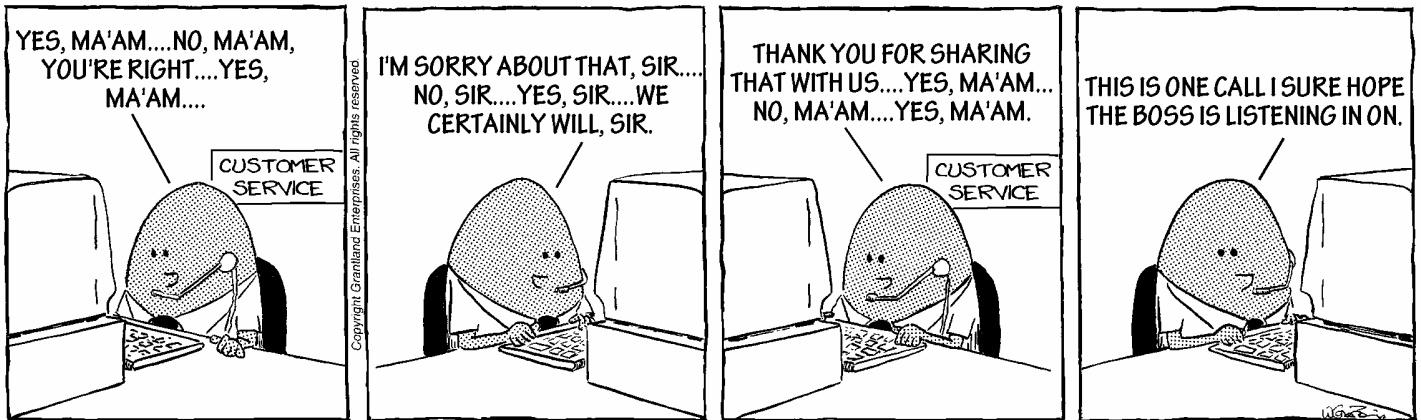




Instructor's Guide

No. 3: Customer Service

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Instructor's Talking Point:

Be courteous and patient with customers. Say "please" and "thank you".



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