Exercise

# 8. Listen Intently

8. Michelle has been told that she does not pay enough attention to her customers. What can she do to improve that asap?

Choose the correct option below and expand your answer with some relevant points.

a. Have the customers wait until she has finished whatever she is working on first and then speak with them.

b. Acknowledge her customers in conversations by saying, “I understand’ and make eye contact with them.

c. By sending texts in between sentences, not during the actual sentence.