

# Business studies essay

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**ASSIGN  
BUSTER**

Anticipate and meet the needs of at least three different customers in a range of situations you will need to give examples this can be from your experience from working on reception or case study below. Waiter/waitress dealing with a couple: A waiter needs to take a great care of their hygiene, he/she needs to be able to show a positive attitude and greet politely to customers, and making a good first impression is crucial. Customers will appreciate it and it will show good presentation skills. One will also have to show interpersonal skills, good attitude and behaviour is important in every environment, it can reflect safety when implied in a restaurant where youngsters are present. A business can suffer from great losses when interpersonal skills aren't involved. To be able to speak confidently face to face is also important, in this job role being a waiter/waitress your task can be difficult, especially when it comes to your routine, managing communication skills are also important, it can create patience and show respect towards customers.

New Salesman dealing with a customer: A new salesman will have to be considerate, customers would want the new staff to be respectful and show an interest towards what they want, greeting the new staff in a professional way it can come with experience if one has worked for long, he is aware of how to greet the customers in a polite manner. Dealing customers efficiently can also be hard for new staff they should be able to get better if they keep practising. This is necessary for the staff because customers like efficient and quick feedback or response from the staff. Manager of a retail shop skill to deal with complains: A manager requires a skill, I think one of the most important skill a manager needs to have is to show confidence and speak

with confidence, this is necessary as the manager himself needs to give a good first impression, one needs to show that he is interested and shows his/her concerns.

This skill shows how one can respond to different customer behaviour; customers can be concerned, rude and really moody at times, therefore it is foremost important thing to respond critically to situation. If you do not have a confident manager it is likely that you lose customers as, the manager won't be able speak up and therefore cannot be tactful and understand customers.