

The "GOOD" Goodbye

Fall in love with
the customer's
problem

SUMMARIZE

Restate in your own words what happened including specifics around Who, What, When, Where, and Why as applicable

Example: Mr. Jones, to summarize what we've discussed today, I was able to help you get the listing for your diamond ring changed to a 5 day auction with a reserve price of \$5000



WOW the Customer and Seek Feedback

Example: Mr. Smith, my goal today was to resolve your issue while ensuring you had a great experience with me. Have I achieved both of those goals?



Close it with a BRAND

Example: Ms. Lopez, I want to thank you for your time today and for being a valued member of the Intuit Small Business family. If we can be of any further assistance, please do not hesitate to contact us.