

# Service Desk Counter: Do' and Don't

## Service desk counter Do.'

1. Respect your customers.
2. Be Honest
3. Take Responsibility
4. Always Put Yourself in The Customer's Shoes
5. Express Your Gratitude

## Service desk counter Don't.

1. Don't Make Things Overly Complicated
2. Don't Be Indifferent
3. Don't Treat Customers as Transactions
4. Don't Ignore Customer Feedback
5. Don't Be Afraid of Complaints

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