

TIP SHEET ENVIRONMENTAL CHANGES TO BOOST CUSTOMER SUCCESS

FIRST IMPRESSIONS ARE LASTING

Rearrange furniture to reduce congestion.

Eliminate Clutter.

Use light colors to create the feeling of space.
Blue, green and purple are calming colors.

Use signage to make your office easier to find
and more welcoming.



SETTING THE BAR HIGH

Hang motivational artwork that shows
diversity.

Consider if you need uniformed
security and metal detectors.

Decorate with comforting paintings.



TIDY, TRANQUIL, TRANSFORMATIVE

Play soft music or use noise machines.

Train staff to use lower speaking volume.

Arrange waiting room seats facing out, and not
directly across from other seats.

Use soft lighting to reduce stress.

Decorate with plants to promote tranquility.

ANOTHER SATISFIED CUSTOMER!

Train staff in customer service.

Use friendly greetings.

Add drop boxes and special lines for quick
transactions.

Seat customers corner to corner rather than
across from staff.

