FFA Customer Service Checklist

Customer service checklist for FFA members who run sales, booths, and events, covering greeting, listening, accuracy, and follow-up so customers have a friendly, trustworthy experience.

Farm / unit: _____ Date: _____ By: _____

ITEM	OK	FIX	N/A
Greet each customer with a smile	☐	☐	☐
Listen before offering suggestions	☐	☐	☐
Know your products and prices	☐	☐	☐
Answer questions honestly	☐	☐	☐
Handle money and change carefully	☐	☐	☐
Offer a receipt when asked	☐	☐	☐
Thank every customer	☐	☐	☐
Handle complaints calmly	☐	☐	☐
Keep the area clean and tidy	☐	☐	☐

NOTES / REPAIRS NEEDED

TIP Role play common customer questions with a partner before your first shift.