What attitudes do you think are essential for your staff in dealing with customers? And how do you make sure they always maintain them?

Suggestions

Recruit on attitude not on skills.

If someone has a good attitude

then they can learn new skills.

Be a good role model.

What do your staff like and dislike about working in your business?

Suggestions

Ask your staff and make changes.

Make the feedback anonymous –

you'll get better answers that way.

How do you currently motivate your staff?

Suggestions

Make a list of the top 5 things and consider whether they do motivate or not. Think up some new ways to motivate staff. Be daring. Do something different that will capture their imagination.

How do you recognise and reward staff for good visitor feedback?

Suggestions

Introduce bonus schemes.

Run awards schemes i.e. employee of the month.

How do you get ideas from staff to improve the business?

Suggestions

Have regular staff meetings, encourage staff to suggest ideas for improvement. This will make staff feel they are really playing a part in the business and will motivate them.