

Types of Behaviour

Behaviour	Possible explanations for this Behaviour
Customer standing near Internet Access Devices (IADs) for a long time but not using them	
Customer waiting, not sitting down even though there are spare seats	
Customer with hands in pockets, head held low and continually scanning the environment. Avoiding making eye contact with anyone	
Customer is flustered and trembling	
Customer can't recall your previous lengthy conversation	
Customer rapidly tapping foot on floor	
Customer staring at you blankly/unfocused	
Customer appearing confused and agitated	
Customer is talking to self out loud	