

### Opening Doors with Open Questions

Read the examples of the closed questions and the complimentary open question. Write your own open question for the last four closed questions.

Closed Question	Open Questions
<i>Can I help you?</i>	<i>How can I help you?</i>
<i>Do you like red or green?</i>	<i>What colour do you prefer?</i>
<i>Is that the brand you want?</i>	<i>Why do you prefer that brand?</i>
<i>Is that for you, or is it a gift?</i>	<i>For whom are you shopping?</i>
<i>Did you want a full skirt?</i>	<i>What style skirt do you like?</i>
<i>Do you want a remote control?</i>	<i>What features are important to you?</i>
<i>Is this for a special occasion?</i>	<i>What's the occasion?</i>
<i>Looking for anything special?</i>	<i>What are you looking for?</i>
<i>Did you see our coupon specials?</i>	
<i>Do you like 100% cotton?</i>	
<i>Have you read this author before?</i>	
<i>Is this all for you today?</i>	

Source: *Retailing Smarts Workbook 1: Get to Know Your Customer*, p. 27-28- accessed in *Customer Service Training Curriculum (Montgomery Works Sales and Learning Centre- revised 2006)* p. 1:46