The Customer is Always Right...
Even When They Are Wrong

1) Basics of Customer Service
   a) Listen to the client before responding
      i) You are unlikely to be able to help all your customers effectively if you don’t listen to their wishes.
   b) Smile
      i) This is the simplest and often the most powerful tip for customer service (and most other interpersonal interactions).
   c) Always ensure what is meant before responding
      i) Repeat the wants of your client in other terms
   d) Be true to your words
      i) Never promise what you cannot deliver
   e) Be polite when speaking to the client
      i) Obey the DbaD rule

2) When the submitter (client) comes to you:
   a) Name/Onomastic
      i) Ensure to ask appropriate questions of the client
         (1) Time period
         (2) Culture
         (3) Accuracy and/or authenticity
   b) Armory/Device and(or) Badge
      i) Things to go over with the client
         (1) Complexity
         (2) Remind client the device is not their life story
         (3) Rules and conflict checks

3) Make sure the client is able to do the work, you are not there to do it for them
   a) Assist with appropriate sources
      i) Articles
ii) People who might have better insight if it is not your area of expertise

4) There are a few things to always remember no matter when you are dealing with a client:
   a) Nothing has to be period perfect
   b) This is a hobby and should be fun
   c) The Toyota rule:
      i) If you want it, you got it!
   d) We are the SCA:
      i) C for Creative
      ii) A for anachronism

5) Clients may get upset when you tell them that things will not work
   a) Ensure that you do not come from a place of superiority
   b) Note above about this being a hobby and fun
   c) Explain in simple terms why it will not work and make sure there is some kind of a solution to the issue