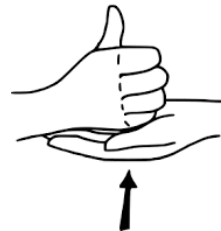


## Communicating with d/Deaf/HoH Customers

- Not all d/Deaf/HoH people use sign language, and not all use their voices. Try to match the customer's communication style (sign language, speech, gesture, writing).
- Keep a pen and paper on hand to write back and forth. Written notes only need to contain key words (prices, numbers, sizes, colors, etc).
- If there is an interpreter present, speak to and look at the customer, not the interpreter. Allow a few seconds of lag time for the customer to catch up to spoken messages through the interpreter.
- Remember that the customer can only look at one thing at a time; pause your conversation while they are looking at an item for sale.
- Be aware that background noise makes listening much more difficult.
- To get a customer's attention, touch their shoulder or wave your hand.
- Face the customer and make sure your mouth is visible and clear of hands, pencils, gum, food, etc.
- Speak at a natural pace, without over-enunciating or shouting.
- If information is missed, repeat first, then rephrase if necessary.



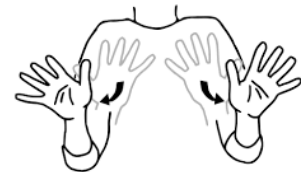
help



please



finished



thank you/  
you're welcome