

10 characteristics for 'ideal' customer facing employees

1. A genuine liking of people
2. An enjoyment of working for, and servicing others
3. A strong social need
4. An ability to feel comfortable among strangers
5. A sense of belonging to a group or place
6. An ability to control feelings
7. A sensitivity towards people and an ability to show compassion or empathy
8. A genuine sense of trusting others
9. A high level of self-esteem
10. A track record of competence

Source: Maya Mouwad and Brian Kleiner