

NICE TO MEET YOU!

Please write down the full name of any participant whose first OR last name matches the descriptions and how they match it.
Be sure to introduce yourself and say the person's name out loud.

Debrief

Why did we do this?

It is very important to learn and use names. Everyone's 2 most favorite words are "Free" and their own name. Using someone's name shows you care and helps to create a personal connection.

This exercise helps you learn people's names in 3 ways:

1 – You are writing the name down. Writing increases retention. You were asked to write it 2 times, once under the name and again in "answer" column. This helps you remember the names.

2 – You were asked to say the person's name when you introduced yourself. Saying the name, not just hearing it, also increases retention.

3 – Finally, in this exercise, you are associating their name with something to help you remember more effectively. For instance, it is the same name of someone else you know or it rhymes with something. These mnemonic devices help to increase our ability to remember and recall the name when using it.

How does this exercise relate to Customer Service?

1 - Learning prospective customers' names when we meet them is very important. Being able to remember their names is equally important.

2 - Who filled in "can be spelled more than 1 way"? Spelling names correctly is important as well, especially when sending email to potential customers.

3 – Be honest, how many of us introduce ourselves to someone and forget their name immediately after we say hello?

4 – If you are at a camp fair, synagogue event, open house, or on tour at camp, it's important to be able to recall a prospect's name later in the day when you want to speak with them in more detail. Your recall of their name tells them that they are important to you and makes them feel special. That is how we want to make all of our camp families feel from the very first time we meet them!