

# 5 Tips to Humanize your Customer Experience amidst COVID-19

- 01 Delineate Approach**  
Restructure your customer experience strategy around the new centrum
- 02 Exhibit Vigilance**  
Display how you fittingly treat them in a crisis situation
- 03 Pay Attention and Listen**  
Vary your speed, enable communication and know their challenge
- 04 Signify Embracement**  
Endorse open communication, bring credibility and transparency
- 05 Prepare for the Future**  
Redefine customer loyalty to create potential for deeper relationship

