

Accessible customer service

Asking 'yes' and 'no' questions

An accessible customer experience means everyone can get their message across, including people who are non-verbal. By asking 'yes' and 'no' questions, your customer can communicate using gesture instead.

Four customer examples

It's good customer service to check how your disabled customer says 'yes' and 'no'.



A stroke survivor nods to say 'yes' after losing language at age 38.



A person with cerebral palsy selects 'yes' or 'no' using their tablet.



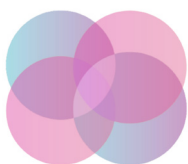
A person with intellectual disability signs 'yes' and 'no'.



A person with cerebral palsy presses a switch to agree or disagree.

Want to strengthen your inclusive customer service delivery?

Practise asking 'yes' and 'no' questions in our training where you can get real-time support from trainers with communication disability and certified practising speech pathologists.



Embrace **Access**