

## Music Choice and Volume

Play the music the customer likes, or none at all. It's a good idea to ask them first whether they normally listen to music and what kind. If you want to listen to music that they don't like, put an earbud in your left ear and leave the right one out, so you can still hear the customer and talk with them. This way the customer won't hear your music.

**Rap** – don't play rap music with customers in the vehicle. African Americans may assume you are being racist by thinking that they like rap or hip hop.

**Heavy Metal** – don't play metal music; it's too abrasive for most people.

**Christian** – you can play christian music softly. Just don't make the mistake of blasting your music thinking you are going to save everyone. People have to come willingly; it can't be forced, and it is possible for people to be annoyed and complain about you and the company.

**Classical** – you can play classical music softly. Again, don't blast your music. There are lots of people that don't like hearing loud classical music even if you think it's beautiful.

**Rock** – you can play rock music softly. Again, don't blast your music. There are lots of people that don't like hearing loud soft or hard music even if you think it's beautiful.

**Hip Hop** – you can play some hip hop music softly as long as there is no profanity or sexual content. Again, don't blast your music.

It's okay to turn it up if the customer asks you to. There are literally so many kinds of popular music it would be difficult to cover them all. Most older or religious customers that hear profanity, sexual comments or disrespect towards women will think very negatively about you and the company regardless of race or ethnicity, so don't play any music that's going to annoy the customers or generate complaints.

Most music without profanity or sexual comments is okay if the volume is fairly low. If you have a hearing problem, you can use an earbud to avoid annoying your customers with your unusually loud music.