

### Extrovert

The trait of extraversion–introversion is a central dimension of human personality theories. Extraverts are energized and thrive off being around other people. They take pleasure in activities that involve large social gatherings, such as parties, community activities, public demonstrations, and business or political groups.

### Introvert

Introversion is the state of being predominantly interested in one's own mental self. Introverts are typically perceived as more reserved or reflective. Some popular psychologists have characterized introverts as people whose energy tends to expand through reflection and dwindle during interaction.

Mistaking introversion for shyness is a common error. Introverts prefer solitary to social activities, but do not necessarily fear social encounters like shy people do.

### Anger

Anger or wrath is an intense emotional response. It is an emotion that involves a strong uncomfortable and hostile response to a perceived provocation, hurt or threat. Anger is an emotional reaction that impacts the body. A person experiencing anger will also experience physical conditions, such as increased heart rate, If your customer or your staff gets angry, remember that and calm yourself, and try to reduce the tension.

Modern psychologists view anger as a primary, natural, and mature emotion experienced by virtually all humans at times, and as something that has functional value for survival.

### Miser

A miser is a person who is reluctant to spend, sometimes to the point of forgoing even basic comforts and some necessities, in order to hoard money or other possessions.

### Generosity

It is sometimes used in the meaning of charity, (the virtue of giving without expecting anything in return. It can involve offering time, assets or talents to aid someone in need).

In times of natural disaster, relief efforts are frequently provided, voluntarily, by individuals or groups acting unilaterally in making gifts of time, resources, goods, money, etc.

So when a customer comes to you they may be of these types, and to handle them, you should use your tact, and the more successful you are in dealing with them, the better your business be like by them and through word of mouth itself, your fame will spread. In small operations it is better form of advertisement.

