



Apparel Store Customer Service Training Sample

Issues

Common Situations.

You are working a cash register. A customer is complaining that your line is terribly slow. You know that the delay was caused by the previous customer's credit card authorization problems. How do you respond to this customer?

Sample
Game
Cards

(Shown
smaller than
the Actual
3 1/8" by
2 1/4" size)

Difficult Situations.

A customer has brought in a blouse, claiming that it has faulty workmanship. You notice that the customer has brought in this blouse in the bag of a competing store. What do you say and do?

Diplomacy.

A woman is complaining that none of your swimsuits flatter her figure. In looking at her, you can see why. What do you tactfully say to this woman?

Regulatory Implications.

Is it acceptable to bend a store policy for a friend or well-known customer?

Warranty and Policy Issues.

A woman wants to return a silk blouse. She is complaining about how much the blouse shrank with just one washing. Questioning her further, you discover that she did not follow the washing directions, and used hot water. What do you do, and say to this customer?

A Few Unexpected Situations.

You are working as a cashier on a payday and the store is busy. While ringing up a credit card purchase, the phone lines go dead. You cannot complete your authorization. What do you say to the customer and what do you do?

Criminal Implications?

Your store limits the number of items in the dressing room at one time. You see a woman barge into a changing room with two armloads of dresses and lock the door. What do you say or do now?

A Few Questions about Motives.

Does a nearly full parking lot, at your store, generally encourage potential customers to stop or to keep driving?