



# Convenience Store Customer Service Training Sample

Issues

*Common situations.*

**A customer is in the store, asking whether you accept personal checks. What other information might you volunteer to this customer?**

Sample  
Game  
Cards

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

*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?**

*Stressful situations.*

**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?**

*Unusual situations.*

**A young boy wants his money back for a milkshake drink. He is complaining that the drink was runny and not at all like a milkshake. Questioning him further, you discover that he didn't follow the directions, and forgot to shake the drink carton before opening it. What do you do, and say to, this customer?**

*Standard Operating Procedures.*

**You have a buy-one-get-one-free offer on a new product being advertised. A customer is asking you to sell her just one of the items at half price. Do you do as she has asked?**

*Possibly Criminal situations.*

**It's a busy Saturday and a person is attempting to pay for some beer and cigarettes. You suspect that one of the bills is a counterfeit. What do you do now?**

*Policy issues.*

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

*Questions about human motives.*

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