



Department Store Customer Service Training Sample

Issues

Common Situations.

A customer is on the phone, asking whether you carry a particular brand and size of dress shoes. What other information might you get for this customer?

Sample
Game
Cards

(Shown
smaller than
Actual size)

Difficult to Handle Situations.

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

Unusual Requests.

A man wants to purchase a pair of jeans that require hemming. He admits that he cannot sew and needs help. What do you tell this man to ensure his purchase?

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 set of towels. She is complaining about how much the colors have faded with just one washing. Questioning her further, you discover that she did not follow the washing directions, and used bleach. 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 man barge into a changing room with two armloads of pants and lock the door. What do you say or do now?

Questions about Human Motives.

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