



Drug Store Customer Service Training Sample

Issues

Aware to Service.

You notice a gentleman in a wheelchair trying to reach an item far above his head. You note that this customer is across the store. What will you do?

Sample
Game
Cards

(Shown
smaller than
Actual size)

Standard Procedures.

You are running a promotion giving away one bottle of soda pop with a coupon. A newspaper employee has shown up with a stack of coupons an inch thick. What do you tell this person?

Unusual Requests.

A clerk from a competing store is comparing prices and is making notes on a clipboard. Again, this young lady is asking for help finding a number of items. What do you say or do?

Regulatory Implications.

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

Anticipating Needs.

There has been a recent recall of baby carriers. You know that you have returned all questionable carriers to the manufacturer. You note a couple hesitating at one of the carriers. What do you say or do, if anything, to reassure this couple?

A Few Unexpected Situations.

A miserable-looking customer wants to purchase some cold medicine. This man has exact change. Unfortunately, the power is out and your cash register is off. What will you do?

Criminal Implications.

Your store limits the number of certain cold medicines that may be purchased at one time. You have a man and six friends each walk forward to purchase the maximum number of boxes of one medicine. What do you say or do now?

Questions about Human Motives.

Name one reason many mineral and dietary supplement companies do not offer satisfaction guarantees.