



Shoe 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
Actual size)

Difficult Situations.

A customer has brought in an athletic shoe, claiming that it has faulty workmanship. You notice that the customer has brought these shoes in the bag of a competing store. What do you say and do?

Sales Opportunities.

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

Regulatory Implications.

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

Warranty Issues.

A woman is wants to return some leather shoes. She is complaining about how much the shoes shrank with just one washing. Questioning her further, you discover that she did not follow the cleaning instructions. What do you do, and what do you 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?

Policy Issues.

Your store limits the number of shoes that may be tried on at one time. You see a woman with her arms loaded up with at least ten boxes of shoes and she's headed for more! 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?