

Deal With It.

Grocery and Supermarket Customer Service Training Sample

Issues

Common Situations.

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

Sample
Game
Cards

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

Difficult to Handle Situations.

You are working at the service counter. A customer has brought in a food item, claiming that this product was spoiled. You notice that the customer has brought in this item in the bag of a competing store. What do you say and do?

Unusual Requests.

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

Regulatory Implications.

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

Safety and Policy Issues.

A man is on the phone complaining that his son is sick. He suspects the hamburger he purchased from your store yesterday. Your meat department puts cooking instructions on each package. How do you respond to this concerned parent?

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.

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?

A Few Questions about Human Motives.

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