



Toy & Hobby Store Customer Service Training Sample

Issues

Common situations.

A customer asks your opinion about which model railroad accessories he should purchase. Should you give your opinion when helping this customer?

Sample
Game
Cards

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

Difficult to handle situations.

A teenage boy is shopping in your store and you note that he is looking at many items carefully organized on the shelves by item number. Unfortunately, after looking at an item, he is putting them on the shelves randomly. What do you say, and to whom?

Stressful situations.

A woman wants a refund. She is complaining that the puzzle she worked was missing a piece. How do you respond to this customer's request?

Unusual situations.

You are re-stocking a shelf of games. A woman who had her credit card rejected is still walking around the store, disgusted. You're not sure, but you thought you saw her hide a collectable doll on a shelf behind the stuffed animals. Do you say anything to this woman?

Judgment issues.

There has been a recent controversy concerning the content of a children's game. You have this game identified. You note a couple hesitating at one of the games with a similar sounding title. What do you say or do, if anything, to reassure this couple?

Sales situations.

Name two of the most obvious nonverbal keys indicating that a customer needs assistance.

A few unexpected situations.

Your store is running a special pre-Christmas sale. You notice two customers holding onto the last of a certain talking doll. A tug of war is developing. Quick, what do you do?

Questions about human motives.

What is the best-perceived advantage a specialty toy store has over a department store with a toy department?