

How I Like to be Treated as a Customer



Customer Service Expectations – Worksheet 1

Check all that apply.

- Greeted with a genuine smile.
- If I frequent the store often, it is nice if they greet me by my name.
- I like to be told the total of my sale.
- I like to be confirmed how much cash I handed to the cashier.
- I like my change counted back to me.
- I like my receipt offered to me, not just thrown in a bag.
- I like a bag offered to me before I have had to ask for one.
- I like the employee to focus on my transaction and refrain from chatting with other staff.
- I expect the clerk not to talk or text on the phone.
- I like being approached after a short time and asked if I need help finding something.
- If the store is busy I like to have my presence acknowledged, at a minimum.
- I do not expect to hear how bored, busy or how hard a person is working.
- I do like to hear a sincere “I am glad that I was able to help.”
- It’s nice to be told “Thank you for choosing our store.”

How I Chose to Treat Customers in Our Store



Customer Service Expectations – Worksheet 2

Check all that apply.

- I greet customers with a genuine smile.
- If possible, I greet customers by their name.
- I inform shoppers the total of their final sale.
- I confirm how much cash I was handed.
- I count the change back to the customer.
- I offer the receipt to the customer.
- I offer to place the purchased items in a bag.
- I focus on the transaction and refrain from chatting with other staff.
- I neither talk nor text on the phone while assisting a customer.
- After a short time I approach customers and ask if I can assist in finding anything.
- If I am busy with a customer I acknowledge the presence of others.
- I keep the conversation at the register professional and light.
- After being thanked, I responded with “I am glad that I could be of help.”
- I thank the customers for choosing our store.