

What Can We Be Better At?

Every store says its best advantage over the competition is superb customer service. If this is true, then stores better make sure they have it! Use this list to see what you are doing right and what you can improve, or add you own topics to the list.

- Greeting each and every customer.
- Using a pleasant and professional greeting when answering the phone.
- Offering help to customers with understanding and respect.
- Ensuring the best parking spots are open for our customers.
- Maintaining a consistently clean and well-kept entrance.
- Keeping customers informed on prescription wait times.
- Remaining knowledgeable about the products we offer in the entire store.
- Saying “thank you” and “please come again.”
- Making inventory adjustments a team effort.
- Keeping the shelves clean and products straightened.
- Asking customers if they found everything they were looking for.
- Being consistent and clear when answering customers’ concerns.
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*-- Gabe Trahan, NCPA Senior Director of Store Operations and Marketing
NCPA’s Front-End Overhaul*