

Agricultural Sciences script:
L1

When a customer asks you a question:

Stop what you are doing.



Look towards the customer.



Say: *"I am sorry, I can't help you. The person at the front of the store can help you."*



Point to front of store.



When the customer moves away, go back to work.

Agricultural Sciences script:
L2

When a customer asks you a question:

1. Stop what you are doing.
2. Look for who is at the customer service desk (cash register, entrance, etc.).
3. Face the customer and smile.
4. Say: *"I am sorry I can't help you, but _____ is there at the _____. She can answer your question, I am sure. Thanks!"*

When the customer moves away, continue your task.