



Responding to Questions and Interruptions

When someone walks into the area where you are working:

1. Look up at them.



2. Look at their eyes. Where are they looking?



3. Look at their body. Is it facing towards you?



4. Look at their face. Do they look like they need something?
Do they have a question?



5. Keep working if they look like they are just seeing how you are doing. Ask them if they need something if they look like they are looking for something.



Reminder Card for Customer Questions

If a customer asks me "Where can I find.....?" I can say:

1. "It is on aisle_____."

2. (look around to see if another worker is nearby) "I am not sure but _____
can help you."

3. "I am not sure but I'll go find out for you."



Reminder Card for a Calming Routine When Interrupted

When someone bothers or interrupts me, I can:

Take a deep breath.



Tell myself: *"It is okay and this will only take a minute or two."*



Listen to what they ask or say; try to answer or help them out.



Possibly ask them if I can finish my task first.



Go back to what I was doing.



Self-calming Statement Card

It's okay. I can finish my job after the interruption.

I can stay calm and act appropriately right now even though I have been interrupted.