

When a customer asks **WHERE** to find an item in the store, your job is to answer the question and return to your work.

(Customer) *"Where can I find _____?"*

(Employee) *"That will be on aisle _____."*

Give directions and return to your task!

When a customer asks you questions about a product (and you know a lot about the product):

Answer their question with no more than 3 facts/details about the product.

Then you might say, *"Let me know if you have any other questions."*

Unless the customer has more questions, walk away from the customer and get back to your task!