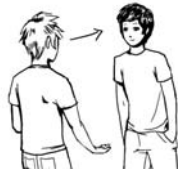JobTIPS
Transition Toolbox

Customer script #1:

L1

(Customer) *"Excuse me, where are the swimsuits?"*

(Employee) *"I believe they are this way. If not, I can find someone to help you."*

LOOK/SPEAK
FORWARD

Customer script #2:

L1

(Customer) (acting upset) *"Hey! There is broken glass on the floor! Why don't you clean that up before someone gets hurt!?"*

(Employee) *"I'm very sorry. Thank you for letting me know. I'll get someone to take care of that right away."*

TONE

VOLUME

Customer script #3:

L2

(Customer) *"Can you help me find _____ over here?"*

(Employee) *"No ma'am, but I can find someone who can help you. I will be right back."*

(Customer) *"Thank you."*

Customer script #4:

L2

(Customer) (acting upset) *"This tool is way too expensive. Do you think I would buy this at this price?"*

(Employee) *"I am sorry. The manager is over at that desk. I think she can help you with that."*

-OR-

(Employee) *"I am sorry, let's go find someone who can help you. We can go to the customer service desk."*