



You tell your manager you're going to the tool department to stock the new drill bits.

What question should you ask the customer?

You see the customer browsing drills, so you ask what kind of drill he's looking for.

What can you do to help browsing customers?

He says he's just browsing. You tell him that you'll be close by if he has any questions.

What should you do if you need to leave the area?

You need to return to the register. Your manager takes your place to keep an eye on the customer.

How can you keep yourself and customers safe?

The customer runs past you and out the door before anyone can stop him. What do you do now?

What's your policy for following shoplifters?

Your manager radios that the customer opened his bag, but she couldn't see if he had stolen anything.

What customer details do you write down?

You note the customer's clothing, facial features, hair color and style and his demeanor.

What should you do back at the register?

You find the incident report sheets at the register. You write down all the details you can remember.