

Asking for and giving retail instructions



This is a **paired exercise** in which you're either a customer services staff member or a customer at the Skillswise superstore. The customer services employee will give the customer instructions.

The 'customer' role

You're a customer visiting the customer services desk at the superstore. You want to ask questions about where goods are located in the store. You also want to find out about the loyalty 'Skillswise superstore savings card'.

Here are some suggested questions for you to ask:

Location of goods	Savings card
<ul style="list-style-type: none"> • Where will I find flowers here? • Do you sell cat food? • Can you show me where the toothpaste is, please? • I have a headache, do you sell aspirin? 	<ul style="list-style-type: none"> • How do I get a savings card? • I have a savings card but have moved house. Can I give you my new address? • I've lost my card, how do I get a replacement?

Are there other questions can you think of?

The 'customer services' role:

You work on the customer services desk at the Skillswise superstore. Customers will ask you questions about where items are located in the store. For example:

Query: where can I buy toilet rolls?

Response: go straight down past the fresh produce and turn right past the flowers. Walk down the aisles to aisle nine where you will find toilet rolls.

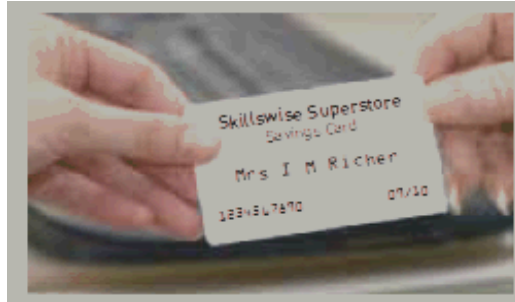
Customers may also ask you about the savings card.

You have a map of the store and an information sheet on the savings card. Read both carefully so that you can answer customers' questions. **Remember to keep verbal instructions short and to the point.**



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Retail instructions: savings card information sheet



Skillswise superstore savings card: customer information sheet

A savings card gives you regular savings.

With a Skillswise savings card, regular shoppers can collect points to get money off their shopping bills. To get a Skillswise savings card a customer must fill in a form, giving the following information:

- name
- address
- date of birth
- name of local Skillswise superstore

The customer can then use their card straight away. They just need to sign the back of it.

Customers should use their card every time they shop at a Skillswise superstore. They collect points to receive 'money off' vouchers.

If a customer's card is lost or stolen, they should fill in another form to get a new card. They must tick the box for a replacement card and their details will be updated on the new card.

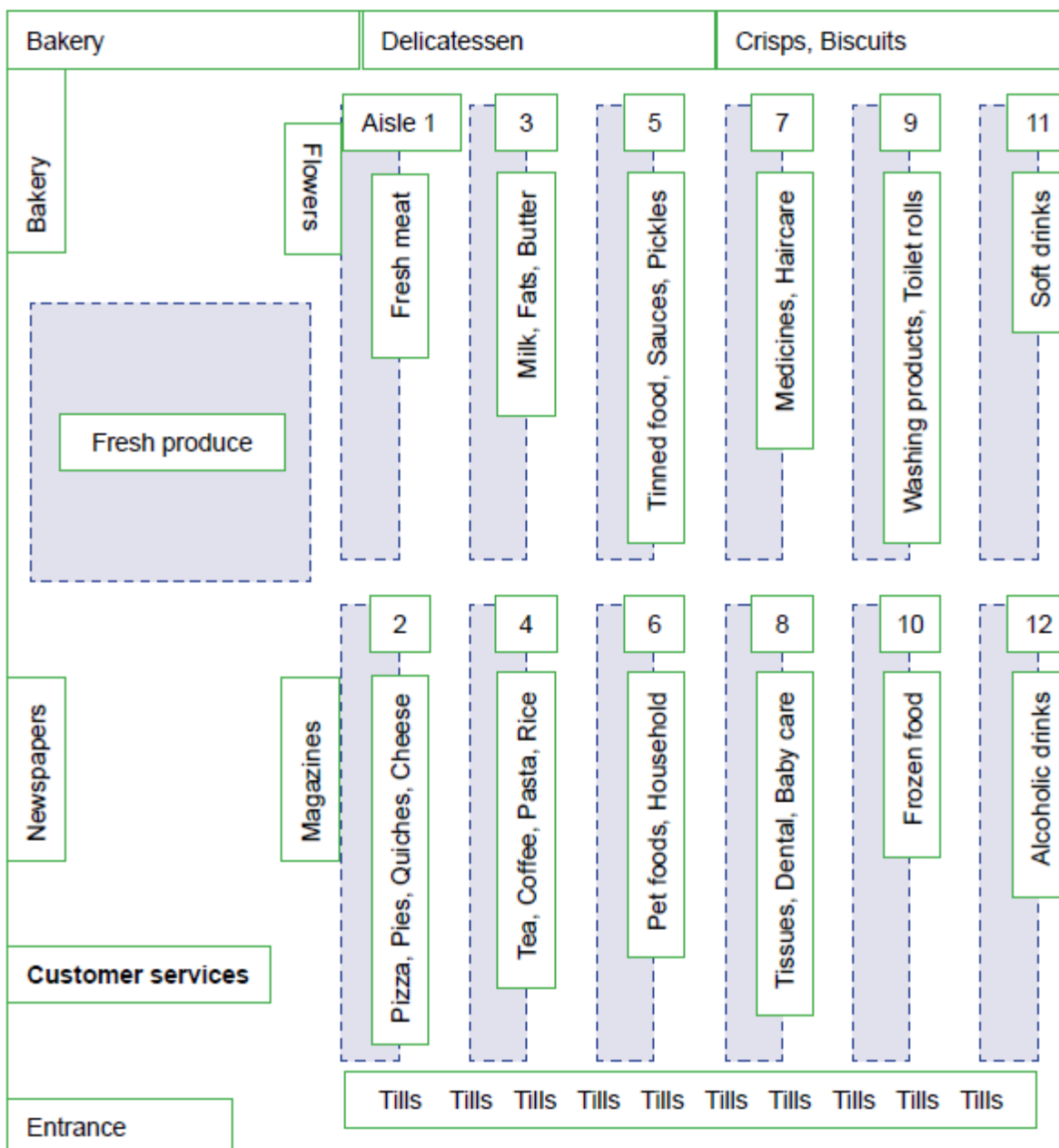
If a customer changes their name or address they should contact the helpline on free-phone: 9876 0123 40567. Or they can email savingscard@skillswise.co.uk.

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Retail instructions: superstore map

You're working at the local Skillswise superstore. This is a map of the superstore floor.

Print out the map then have a go at the **customer service exercise**, 'Asking for and giving retail instructions'.





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