

## **17.17 Customer Service**

### Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. that all customers are to be treated in a respectful, professional, courteous and dignified manner.

### Procedure:

Retail personnel are to be friendly and helpful at all times. The following guidelines must be followed at each store:

- Greet the customer as they enter the store.
- Ask customers how you can be of assistance; be aware and ready to help those who might have accessibility challenges.
- Escort the customer to requested merchandise areas as necessary.
- Be alert to sales floor obstructions that might hinder access to products by disabled customers.
- Smile and be pleasant.
- Wrap and bag the customer's purchase appropriately.
- Thank the customer for their patronage.
- Do not discuss your personal problems with, or in the presence of, customers.
- Refrain from socializing with a customer to the point of interfering with your work.
- Do not socialize unnecessarily while operating a cash register. Register operators are responsible for correctly completing sales and balancing their registers. Errors may result in disciplinary action up to and including termination.
- Never argue or raise your voice with a customer.
- If you cannot satisfy a customer, politely excuse yourself and ask your immediate supervisor to speak to the customer.
- Disagreements with other employees must be conducted off the sales floor and in private.
- Disciplinary matters must be handled privately and kept confidential.