

Business etiquette for a retail team

[Business](#)



Keep the beverages and foods in the break room. The customers have little interest in the break sessions.

If the customers are looking for something that is not on the display, then please do not say that ' I don' know'. The right thing to do is to go to the stock room and look for it. If it is not available then the right answer would be ' Sorry it looks like the item is not available at this point of time'.

Try to read body language. They usually are more expressive than words.

Avoid getting into personal chitchat with the customers. There are others waiting in the queue. Those customers need help too. (Kurtz, 2010, p. 406).

If a credit card payment of a customer has been declined then please be discrete. One may ask for other modes of payments also.

Inspect items before bagging them to make certain that they are not faulty or of the erroneous size.

Ensure that the clients collect everything they have paid for before leaving the store.