



YOUR WEEK 1 CHEAT SHEET

"Know it. Do it. Own it."



1. **Clock in + Check the Priority Board** - Back office, before anything else.
2. **Zone your section** - Face product, flag empties, report gaps.
3. **Greet every customer** using the **GREET Method**.
4. **Route returns to the Service Desk** - Never process on the floor.
5. **End-of-shift handoff** - Log issues, restock your zone, clock out



- G** **Glad to see you!** Greet within 10 seconds - smile, eye contact
- R** **Ready to help!** Ask an open-ended question ("What brings you in today?")
- E** **Enthused!** Find out their needs - listen, don't interrupt.
- E** **Eager** to escort them - walk, never point
- T** **Tuned in.** Thank them by name if you know it



- **Shift Lead** - Your first call for anything on the floor. Radio or find them in the back office. Don't wait.
- **Service Desk** - All returns, exchanges, gift cards, and complaints. Walk the customer there. Don't just point.
- **HR Portal** - Schedule, paycheck, benefits. Log in with your employee ID at our.RetailReady.org
- **Store Manager** - Escalated customer issues only. Your shift lead contacts them - you notify your shift lead first.



Customer wants a refund on the floor?

→ *"Let me walk you to our service desk."*

Shelf is empty and your shift lead is busy?

→ *"Radio them: 'Zone 3, low on {product}, need a pull.' Don't go to the stockroom alone."*

Customer is upset and escalating?

→ *Stay calm. Say: "I want to make sure we get this handled - let me get someone who can help right now." Radio your shift lead immediately.*