

|                                               |                                      |                                |                                       |                                      |
|-----------------------------------------------|--------------------------------------|--------------------------------|---------------------------------------|--------------------------------------|
| <b>B</b>                                      | <b>I</b>                             | <b>N</b>                       | <b>G</b>                              | <b>O</b>                             |
| Wearing their name badge                      | Asked for clubcard                   | Packed bags                    | Talked about community events         | Said hello                           |
| Had a conversation with the customer          | Warm smile                           | Signed up new customer to says | Gave Excellent service overall        | Talked about brand guarantee         |
| Thanked the customer for waiting              | Went the Extra Mile                  | <b>FREE</b>                    | Had a conversation with the customer  | Recomend us as a great place to shop |
| Recommend us as a great place to shop         | Talked about community events        | Said goodbye                   | Received a 'wow' or other recognition | Signed up a new customer to says     |
| Received a 'wow' or other form of recognition | Had a conversation with the customer | Talked about Brand Guarantee   | Went the extra mile                   | Made customer feel welcome           |

|                                       |                                      |                                  |                                      |                                               |
|---------------------------------------|--------------------------------------|----------------------------------|--------------------------------------|-----------------------------------------------|
| <b>B</b>                              | <b>I</b>                             | <b>N</b>                         | <b>G</b>                             | <b>O</b>                                      |
| Went the Extra Mile                   | Gave Excellent service overall       | Talked about community events    | Had a conversation with the customer | Signed up new customer to says                |
| Packed bags                           | Went the extra mile                  | Said hello                       | Had a conversation with the customer | Talked about brand guarantee                  |
| Recommend us as a great place to shop | Had a conversation with the customer | <b>FREE</b>                      | Recomend us as a great place to shop | Asked for clubcard                            |
| Received a 'wow' or other recognition | Talked about Brand Guarantee         | Wearing their name badge         | Made customer feel welcome           | Talked about community events                 |
| Said goodbye                          | Signed up a new customer to says     | Thanked the customer for waiting | Warm smile                           | Received a 'wow' or other form of recognition |

| <b>B</b>                             | <b>I</b>                              | <b>N</b>                       | <b>G</b>                             | <b>O</b>                                      |
|--------------------------------------|---------------------------------------|--------------------------------|--------------------------------------|-----------------------------------------------|
| Had a conversation with the customer | Talked about Brand Guarantee          | Gave Excellent service overall | Signed up a new customer to says     | Had a conversation with the customer          |
| Wearing their name badge             | Recommend us as a great place to shop | Said goodbye                   | Warm smile                           | Said hello                                    |
| Thanked the customer for waiting     | Made customer feel welcome            | <b>FREE</b>                    | Talked about community events        | Received a 'wow' or other recognition         |
| Went the Extra Mile                  | Talked about brand guarantee          | Talked about community events  | Went the extra mile                  | Packed bags                                   |
| Recomend us as a great place to shop | Asked for clubcard                    | Signed up new customer to says | Had a conversation with the customer | Received a 'wow' or other form of recognition |