

# Retail Bingo

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|--------------------------------------------------------|----------------------------------------------------------------------|-------------------------------------------------|-----------------------------------------------------------|--------------------------------------------------------------|
| "Can I speak with your manager?"                       | Child left in toy department while parent shops in grocery/elsewhere | Alarms go off. No one reacts.                   | Customer gets annoyed when you ask them questions         | Customer upset because they couldn't find employee for help. |
| Customer pulls cart out into your path. Never looks.   | Customer asks vague question                                         | Working on display/stocking "Do you work here?" | Customer stops in front of you.                           | Customer annoyed you can't read minds.                       |
| Customer tells you they are going to a different store | Obviously off shift customer asks for help                           | STICKER ME IM FREE                              | "Can you look in the back?"                               | Customer answers yes to multiple choice question             |
| Customer starts telling life story                     | Customer is confused about sale that is clearly signed               | Customer is extremely polite                    | Found half eaten/drank item.                              | Customer pulls cart out into your path. Just smiles.         |
| Customer tells you how so and so store does/has this   | Hear a child screaming                                               | Customer greets you back.                       | Customer greeting you with "where is..." "I want/need..." | Customer says something about seasonal change                |

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|----------------------------------------------------------------------|--------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------------------|
| Customer is extremely polite                                         | Customer gives way too much information                | Customer answers yes to multiple choice question       | Customer asks for product they are standing in front of.  | Customer starts telling life story                                  |
| Customer pulls cart out into your path. Never looks.                 | Customer pulls cart out into your path. Just smiles.   | Customer annoyed you greeted them/ offered assistance. | Someone thanks you for working here.                      | Customer upset because they couldn't find employee for help.        |
| Customer induced skid to stop while pulling skid/loaded cart.        | Working on display/stocking "Do you work here?"        | STICKER ME IM FREE                                     | Customer annoyed you can't read minds.                    | "Can you look in the back?"                                         |
| Child left in toy department while parent shops in grocery/elsewhere | Customer says something about seasonal change          | Customer is confused about sale that is clearly signed | Customer complains about price. Secretly agree with them. | Customer talking on cell phone gets mad when you don't answer them. |
| Found food item in GM.                                               | Customer tells you they are going to a different store | Customer stops in front of you.                        | Found half eaten/drank item.                              | Customer asks question with extremely obvious answer                |

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|----------------------------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------|
| Customer tells you how so and so store does/has this           | Customer pulls cart out into your path. Never looks.         | Customer complains about price. Secretly agree with them. | Customer shouting question across aisle.                                   | Child left in toy department while parent shops in grocery/elsewhere |
| Customer induced skid to stop while pulling skid/loading cart. | Alarms go off. No one reacts.                                | Customer pulls cart out into your path. Just smiles.      | Customer asks vague question                                               | Customer starts telling life story                                   |
| You hear the same song repeated four times in one shift        | Customer asks for product they are standing in front of.     | STICKER ME IM FREE                                        | "I spend a lot of money here"<br>"It's because of me you have a job"       | "Customer is always right"                                           |
| Customer annoyed you greeted them/ offered assistance.         | Customer upset because they couldn't find employee for help. | Customer stops in front of you.                           | Customer complains that product with steep discount applied should be less | "Can you look in the back?"                                          |
| Customer annoyed you can't read minds.                         | "Can I speak with your manager?"                             | Customer asks question with extremely obvious answer      | Customer tells you they are going to a different store                     | Customer is extremely polite                                         |