

# CASHIER ETIQUETTE

The world of customer service can be a difficult one sometimes, and it's easy to understand why some cashiers might have days when they want to quit. Customers aren't always the easiest to serve.

Each time you go to any store, remember these tips and you are more likely to have a positive experience. At the very least, control everything you can control... your part of the transaction.

- It's up to you, the coupon customer, to know the rules and policies so you won't be turned away for the wrong reason.
- Let the cashier know ahead of time that you will be using coupons.
- Help out your fellow shoppers by being courteous and asking the cashier how they would like the placement of your coupons to make it easier for them.
- Don't be a "shelf-clearer"... only buy what you need.
- Verify the deals and coupons to ensure your shop is correct – be sure to check expiry dates and use the coupon on the exact item offered.
- Remember, the store employees do not make the rules, but if there are discrepancies, please feel free to ask to speak with a Customer Service Manager.
- Work with the cashier, and SMILE!!

The bottom line is that you are encouraged to be respectful and kind throughout the process. Make your cashier's day a good one!

