

FREQUENTLY ASKED QUESTIONS FOR EMPLOYEES

This is a sample FAQ document that could be provided to employees as part of a welcome back packet. It would need to be customized to suit the individual needs and policies of the store.

Q: What measures are being put into place to protect employees?

A: The store will be stocked with approved spray disinfectant, hand sanitizer, and other appropriate cleaning supplies. Social distancing guidelines have been implemented for fitting rooms, POS areas, and back-of-house.

Q: What PPE am I required to wear?

A: Employees are required to wear a cloth face mask while on the sales floor and interacting with customers or other employees. Guidelines for the proper use of face masks can be found on page X of your welcome back packet. Disposable gloves are required only when processing shipments.

Q: Why are the fitting rooms closed?

A: We want to encourage social distancing and limit contact between our staff and customers. We should have the correct signage and explain this decision to customers.

Q: Why are we limiting the number of registers open?

A: In order to comply with social distancing recommendations of staying 6 feet apart.

Q: Why have we extended our return policy?

A: We want to provide the best customer experience and allow customers plenty of time to return merchandise. This is important to mention to customers who wish to try on clothes in store.

Q: Why have we changed our store hours?

A: We have adjusted our store hours to help with staffing, to limit interactions and contact with each other, and to allow more time for deep cleaning.

Q: What if someone in the store tests positive for COVID-19?

A: Contact the Hamilton County Health Department and they will advise of the appropriate next steps.

Q: How should I handle reusable bags?

A: You should not handle a customer's reusable bag. Please leave the merchandise on the counter and step back while the customer places their items in their bag.

Q: How will customers know about social distancing guidelines and other measures we've put into place?

A: Signage will be placed throughout the store to educate customers on our new routines. Information has also been posted to our website and our social media channels.

FREQUENTLY ASKED QUESTIONS FOR CUSTOMERS/SAMPLE CUSTOMER INTERACTIONS

This is a sample FAQ document that could be provided to employees as part of a welcome back packet to help them address customer questions. It would need to be customized to suit the individual needs and policies of the store.

Q: I'd like to try on this merchandise, why are the fitting rooms closed?

A: We are following social distancing guidelines to protect the health of customers and staff. I am happy to answer questions about sizing and fit. We encourage you to try the item on at home and have extended our return policy for your convenience.

Q: Why aren't there additional registers open?

A: In order to comply with social distancing recommendations of staying 6 feet apart, we have adjusted our POS set up for the safety of our staff and customers.

Q: There are customers in the store that are not respecting social distance guidelines?

A: Hi everyone! Thank you for shopping with us today, we're excited to have you back. For your safety, please be respectful to other customers and follow social distancing guidelines.

Q: Why are you requiring that I wear a mask to shop?

A: For the protection of our customers and store employees, we are asking that everyone shopping in the store follow the recommendations outlined by the Governor, which includes wearing a cloth mask in public spaces.

Q: Why are there no product samples or testers available?

A: In an effort to protect our customers, we have temporarily removed all product samples and are asking that customers avoid interacting with merchandise as much as possible.

Situation: A customer is not observing the posted traffic flow.

Hi! Thank you for shopping with us today, we're excited to have you back. For your safety, please be mindful of the posted traffic flow throughout the store.

Situation: A customer wishes to use a reusable shopping bag they brought from home.

Advise the customer that you are unable to handle their reusable bag, place their items on the counter and ask that the customer bag their own items.