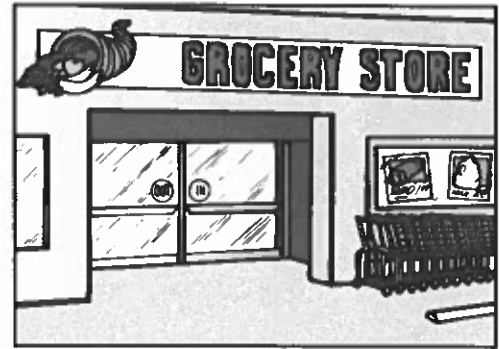


# Using Manners

## BEING A PLEASANT CUSTOMER

**Rude** customers can be difficult for store workers to deal with. On the other hand, shoppers need to expect proper service. Read each situation below and write your opinion.



**Chris** is shopping in a grocery store. He wants to pick up three cans of soup, but a stock person is in the way. Chris thinks that store employees should move out of the way so shoppers can reach items. The stocker keeps on working. What should Chris say or do?

**Rayne** is shopping for a pair of blue jeans on her lunch hour. She finds six pairs of jeans to try on. The sales clerk lets her take only three pairs of jeans into the dressing room. When Rayne sticks her head out of the dressing room to ask for more, the sales clerk is not there. Rayne is angry. What should she do?

**Tyler** sees a good deal on a toolbox in a newspaper ad. He drives ten miles to buy one. A salesperson greets Tyler at the front of the store. The salesperson says the store has been unable to stock any of the toolboxes. She points out other great deals in the store. What should Tyler say or do?

**Marvin** notices a large crack in his new lawn mower while loading it in his van. He goes back into the store and asks for a replacement. The store clerk accuses Marvin of breaking the mower and says it cannot be returned. What should Marvin do or say?