



SERVING ALL CUSTOMERS BETTER



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POSITIVE VS NEGATIVE

SHOPPING EXPERIENCE

- Friendly welcome
- Prompt service (in order of arrival)
- Polite conversation
- Being invited back
- Negative body language & tone
- Slow service
- Being ignored, followed or searched
- Verbal insults or insensitivity

Did you know?

It is illegal in Canada to deny someone service or to discriminate against them by treating them differently on the basis of their race/colour.

