ROLE CARD 9 · SHOP · SME CARD

The return without a receipt

You are a shop supervisor in a clothing store.

Don't show this card to the interviewer! Answer from it, in your own words.

What you do (the procedure)

1. Listen to the customer and look at the item.
2. Check the label and the condition.
3. Look for the sale in the till with the customer's card.
4. Offer an exchange or a gift card.
5. Record the return in the till.

It depends... (explain only if you are asked « Depends on what? »)
If you find the sale with the customer's card, you can give a refund; if not, only an exchange or a gift card.

The common mistake (tell it only if you are asked about mistakes or problems)
Promising a refund before checking, then having to say no.

Who to call

The supervisor, for any return over 100 euros.

Your jargon

Use these words without explaining them, unless the interviewer asks.

the till	the cash register
a gift card	a card you can spend in the shop
a void	a cancelled sale
shrinkage	stock that is lost or stolen

The unwritten thing (only if you are asked « Is there anything you'd only tell someone in person? » or something similar)
Stay polite but firm: customers who shout usually calm down if you offer a choice.

How to play the role

The yes-man. You agree with everything the interviewer says, even when it's wrong. The interviewer must use open questions to get the real answers.