<u>Group Members</u> (up to 4 per group)

Names:

Customer Service

1. What is the difference between good customer service and poor customer service.

2. Please describe the customer service in a store that excels in providing good customer service. Provide the name of the store and explain why the customer service there is so good.

Management

3. Please speak briefly with a manager or assistant manager at a store (or restaurant). Please ask the manager to describe what he or she does in a typical day.

- 4. Please ask the manager if his or her store is currently hiring and record your answer here:
- 5. Please ask the manager to describe some of the qualities (hard-working, responsible, punctual etc...) that he or she looks for when hiring new employees.

6. Please ask the manager to describe the process for getting hired at that particular store.

Advertising

7. Identify one store that uses visuals to attract customers. What does the display look like & how does it get customers to enter the store?

8. Identify one store that uses scent (smell) to bring in customers. Is this strategy effective in attracting traffic to the store?

Community & Living

9. If you lived near Metrotown, would it be necessary for you to own a car?

10. What are some of the advantages of living at Metrotown?

11. What are some of the disadvantages of living near Metrotown?