

CEC – Customer calling for a store/employee

Purpose Follow these procedures when the customer's immediate need is to speak with a store employee.

Guidelines When customers call and ask to speak with a store employee, we must provide them with **"More Choices"** before transferring them to the store.

Before offering More Choices:

- **Address the immediate need by confirming that we can get them in contact with the store and/or specific employee at the store.**

Before transferring, we must inform the customer of three items:

1. **We are here to help, is there something I can assist with**
2. **Offer to gather their information to receive a call back from the store. (Waitlist)**
3. **We can transfer them, but they may be placed on hold while the store employee finishes with their current customer**

Process

Depending on the customers response you will do one of three options:

1. Help the customer with their true need.
2. Add them to the waitlist for the store to contact.
3. Transfer them to the store utilizing a warm handoff.
 - a. A warm handoff means you will get the specific person on the phone for the customer and share the information you have about the customer. (name, immediate need, etc.)

Contact Please see your assistant manager if you have any questions.