



7a. Reactions Worksheet Instructor's Guide



Set-up

- Make copies of "Customers Reaction Worksheet" for each trainee
- Review worksheet and be prepared to assist trainees

During the Activity

- Explain that the following exercise will help them think about and prepare for their reactions to WIC customers
- Hand out worksheet to each trainee
- Read directions and answer questions
- Set time limit and have trainees begin working
- Assist as needed

After the Activity

- Review answers
- Discuss suggestions to improve reactions
 - Emphasize need to provide excellent customer service
 - Explain benefits to store
 - Explain possible consequences of very poor customer service
 - Emphasize customer service principles of your store
- Ask for questions about reactions to WIC customers

NOTE: There is no answer key to accompany this training activity (7a). Answers will vary by trainee. Use your professional judgment as to the appropriateness and usefulness of "good" answers.