

EXERCISE 8.1

THE TEN MOST FREQUENTLY ASKED QUESTIONS

List below what you believe to be the ten most frequently asked questions in your store.

Then write in your responses. Discuss these with your colleagues. Do they agree with your responses? Do they feel you have missed out an important question?

For example, one of the questions might be "Can I try this on?" If so, list this then across from it put your response.

Question	Response
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____