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Retail Courtesies

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Retail Courtesies

*Jacob
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“Hello, how are you doing today?”
is a timeless greeting used from one person
to another, particularly in the realm of
customer service, it is a phrase that says,

“Hi, I am acknowledging your existence
not only as a valued customer
but as a living, breathing,
emotion-driven human being,
much like myself (hopefully).”

It is not some well-rehearsed
and overly used sales pitch
meant to woo and sway you
into some retail sales abyss.

So, when I greet you and you fire back
a robotic auto-response, “Just looking!”
I might get a little offended.

I wasn’t shoving hundreds of dollars
in merchandise (that you don’t need)
down your throat the moment you
walked up. Nor am I some modern-day
mall pirate attempting to swindle and charm
you out of your hard-earned money.

No no, I simply said “Hello”
and asked about your day.