

Ringing Sequence



1



Greet: Make eye contact, smile, & say hello.
Ask: "Will you be using any TJX Rewards Certificates today?"

2



Invite the customer to use/apply for the TJX Rewards Credit Card

3



Ask for customers email address, search for / create party (email, last name, zip code)

4



Remove hangers, **verify** shoe sizes, **look** inside merchandise

5



Remove EAS tags and place in bins

6



Scan ticket

7



Air fold item / **wrap** fragile items & **bag**

Repeat steps 4-7 for additional items

8



Accept tender

9



Run bags over **double checker**

10



Hand items / bags to customer and say, "Thank You!"

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