

Sample Cash Customer Script

- Associate: “Hi, how are you? How was your experience?”
- Customer: “Great!”
- Associate: “How will you be paying today?”
 - If they say “credit/debit card”, move on to your normal response.
- Customer: “Cash”
- Associate: “Okay. To help with the national coin circulation issue we’re asking customers to use exact change or participate in our local charity campaign. Would you like to help in either way?”