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| **(Business Name) – COVID-19 CARE POLICIES AND PROCEDURES** | |
| **Subject:  COVID-19 Customer Care in Environment** | **SOP CODE:** |
| **Division:** Reception/Front Desk/Sales |  |
| **Standard:** Speak Clearly, be friendly during all interactions with the customer.  Remember to smile even though under a mask - you can see a smile in the eyes | |
| **Policy:**   * **Prevent COVID-19 Infection Risk** * Reception/Front Desk/Sales to wear masks, screens and gloves and practice social distancing * During pandemic, encourage customers to make scheduled appointments (see Appointment SOP) to encourage social distancing | |
| **Procedure:**  **Welcoming Customer to Store/Showroom/Workshop:**   * Open for customer/s entering the Store/Showroom/Workshop asking customers to not touch the door, or entrance gate * Each customer’s details will be recorded on a daily register sheet confirming their:   + Date of Visit   + Time of Visit   + Their Name & Surname   + Their ID Number or DOB   + Their Contact Number   + Their Thermometer Reading (if they consent) * Sanitiser will be applied to every visitor’s hands on entry to the Store/Showroom/Workshop, before making payment or before touching any products within the environment * Remind customer/s of social distancing requirements * Show customer/s the sanitiser within the Store/Showroom/Workshop for application during their visit * Advise customers that during this period, the shop door will remain locked due to social distancing risks   **Establish Customer Reason for Visit:**   * Establish if the customer has an appointment to see a specific staff member and the customer’s reason for visit: * **Interested in Purchasing a Jewellery Product**   + Advise customers that during this period, a limited number and range of items will available to look at   + Staff will wear plastic / disposable gloves (not cotton)   + A tray with a disposable pad (paper towel or similar) will be used for handling jewellery   + Social distancing will be maintained by placing specific items on a tray, the sales person will step back and only then allow the customer to approach   + Sanitiser to be used during the handling of products during the sales process   + No-one should touch their face during the sales process   + Each staff member has their own loupe, ring sizer, calculator, pens and other equipment   + All jewellery that has been touched during the sales process will be put into a zip lock bag and then will be cleaned / sanitised before being returned to the shop floor * **Repair / Evaluation Needs:**   + Any repairs taken in from a customer will be placed into a sealable zip lock bag before being thoroughly cleaned prior to any work beginning (soap/water/ultrasonic cleaner where appropriate for jewellery type)   + During this period, no watch battery changing or repairs will be done while customers wait as items will need to be thoroughly sanitised before handling   + During this period, no earring piercing services be offered   + Evaluations will be done once items being evaluated have been thoroughly sanitised * Ring up the items being purchased by the customer * Ask the customer if they want a printed copy of their invoice / bill or if they are happy to get one emailed to them (if possible) so less handling of paper * Explain in detail the invoice split, if necessary (multiple items) * Ask the customer “Would you like me to turn my screen for you to see the split or prefer I print the bill out for you? * “Mr / Mrs XXX - how will you be paying today?” If credit card, spray the card machine unit before handing it over and spray again after the customer has used it * If practicable, consider alterative forms of payment to limit interaction at payment point (Zapper or Snapscan) * If the sale is concluded, the product is to be packaged in front of the customer * Place jewellery packaging into a bag and then sanitise exterior of shopper bag * Hand the customer their goods in a bag * Both customer and sales person are to sanitise their hands * Ensure to open the door for the customer so they do not touch door handles * Greet the customer appropriately | |
| Date SOP issued: | Staff Signature: |
| Date SOP trained: | Staff Signature: |