

You Own The Store!



You have several people working for you. Sometimes your employees act inappropriately. You've tried to speak with them about their behavior, but they don't seem to care about the consequences. You like your employees, but they need to follow directions and show respect to you and the customers. Check the answer you feel is best, then express your feelings.

Patty is your store clerk. She's nice sometimes, but other times she has a snotty attitude. This is not appropriate. How would you help Patty work on her behavior?

- _____ a. Buy her a new toy.
- _____ b. Explain how her negative attitude affects you, the other employees, and the customers.
- _____ c. Promote her to manager.

Jackson works part-time stocking shelves. Sometimes items fall onto the floor or tip over on the shelf. Jackson often leaves them there, although you've asked him several times to pick them up. How are you going to explain to Jackson the importance of a tidy store and listening to you?

- _____ a. Have a tricycle race down one of the aisles of the store.
- _____ b. Ignore his behavior and let him do what he wants to.
- _____ c. Show him that a tidy store allows customers to shop more easily. Explain how safety is an issue if there are items in the aisles of the store. Express the importance of following directions, as this is how we show respect and responsibility.

Tanya and Martin work in the activities area of the store. Sometimes they argue when they're trying to decide what activity to do with the children. This makes everyone else feel uncomfortable. What should you suggest for Tanya and Martin to work things out?

- _____ a. Ask them to take turns using their ideas for activities. Explain that they're causing customers to walk away when they argue. Show them how to work together.
- _____ b. Give them the day off.
- _____ c. Enter Tanya and Martin in a dance contest.

How would it make you feel if your employees didn't listen to you or showed negative attitudes?
