|  |
| --- |
| **(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: |