



Can I Help You?

Rick Currier

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Many of us choose a retail sales environment for employment at some point in our lives. This book is for everyone who is either in, or is about to go into a job that involves direct interaction with customers. Retail can be a challenge at times, but it can also be rewarding. *Can I Help You?* is a book with an ironic title that explains how to take care of customers from the greeting all the way to the closing and follow-up. The beginning of the book makes it clear that the title phrase is *not* the best way to greet customers because of its prompting of the most common response, "No thanks, I'm just looking." Reading this will teach you, as a retail salesperson or associate, how to break the ice and welcome potential customers by using warmth, honesty, and good reputation-building methods. It will assist you in making those customers not only want to buy what you are selling but also become huge fans of your store or business. *Can I Help You?* is a fun and positive guide for regular people in regular sales jobs that want to succeed and feel good about their success while they are earning money at sales.

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