

## Customer Service

*Our goal at Medicine Wheel is to be warm, friendly, and engaging to everyone who comes through our doors. We must greet them and make them feel acknowledged and welcome.*

To this end, a happy staff makes for happy customers, so if at any time you have a concern or complaint, please feel free to bring it up and we will try to address it as quickly and satisfactorily as possible.

We have four main customer service roles at Medicine Wheel (perhaps more to be defined later):

- **Greeting:** We will have a greeter and security person who will greet each customer as they enter. This will both let the customer know that we are aware they are in the store and we are here to help them, and it will also let the customer know that our security is aware of their presence in the store.
- **Consultation:** Each new customer must first become a client. They will do this at the consultation desk. Here we will ask a variety of questions regarding their medical needs, history, and health outcome goals. Existing clients may also come to the consultation desk if they wish to ask specific medical questions, make changes to their file, or give feedback on products they have used.
  - Privacy and confidentiality must be maintained at every step during the consultation process and in any interaction with our customers. Many people feel sensitive giving out health information and about the medicines they use, so we must be respectful of this.
  - Customers who wish to participate may give us feedback on products they have used and their feelings and thoughts regarding them as well as the product's effectiveness at treating their particular ailments and needs.
  - Customers who do not wish to become clients will, unfortunately, be prohibited from purchasing any products. All customers must first register as a client.
  - All files and records will be held in strict confidentiality in accordance with our privacy policy.
- **Budtender:** Although it is our aim that all of our staff will come to be certified as budtenders, the budtender has a specific role in our customer interactions. Once they have registered as a client and been consulted on what products we have that may suit their needs, the customer will see one of our budtenders. Our budtenders will have extensive product knowledge and will assist customers in finding the medicine and means of delivery that is right for them.
  - After consultation, the budtender will take the client file and assist the client to find the best product for their needs.
  - Budtenders will present products for customer inspection as necessary, but they are not to allow customers to touch any product prior to purchase. All raw flower and concentrates must be handled in such a way as to avoid contamination.
    - We will have display equipment to allow customers to view and smell flower without directly contacting the products for sale

- **Cash:** Once the client has chosen their desired product(s), the final step in our transaction is conducted at the cash desk. The budtender will hand the selected products to the cashier who will then ring in the purchase and accept payment.
  - Cashiers will login to our Point of Sale (POS) system and they will be the only person authorized to use that till for the duration of their shift. In the event of a busy period during a cashier's break, a supervisor may login on the cashier's till, but to the greatest extent possible, we will try to avoid this.
  - Prior to beginning their shifts, cashiers will count their floats and sign off to ensure that they are in agreement with the amount of money present in their till at the start of the day so that there are no discrepancies.
  - As needed or directed by the POS system, cashiers may be required to “drop” cash from the till to avoid overfilling. This should be done quickly and discretely. Once the excess cash has been pulled from the till, it will be secured in a zipper bag and taken to the safe room to be reconciled at end-of-day with the rest of the till count.
  - Should there be a discrepancy between the POS system's count and the cash counted at the end of the night, the cashier (and any others who have logged in to that till) will be asked to account for the discrepancy.
  - Upon completion of the transaction, cashiers should ensure the customer is satisfied with their service and transaction. We want every transaction to be a happy one for our clients.

We are here to serve the needs of our clients. They come first, and it is our duty to make sure that every customer leaves with a desire to return. We want them to be comfortable at Medicine Wheel, and if there is anything we can do to make their time with us more enjoyable, they are encouraged to make suggestions or ask for assistance.

We should be proactive in serving our customers' needs. They have come into our store seeking relief from a medical condition, a state of mind, or just to see what we are all about. We want this experience to be a positive one so that they will come back and so they will tell their friends about us!