As part of the MegaMax vision of excellence in customer service, the following greeting policy is to be applied by all staff.

- As soon as a customer enters MegaMax, the door greeter will meet them. The door greeter is to make eye contact, smile and say “good morning” or “good afternoon” to the customer.

- As the customer enters a department, they are to be greeted in the same way, that is to make eye contact, smile and say “good morning” or “good afternoon”.

- Follow up each department greeting with an offer of assistance.

- Each and every MegaMax customer must be made to feel welcome in our store.

**When answering the telephone at MegaMax:**

- The standard telephone greeting to be used is:

  “Welcome to MegaMax, this is (name), how can I help you?”

Do NOT use “good morning” or “good afternoon”, since MegaMax receives telephone calls from all around the country, and due to time differences this greeting may be confusing to the customer.