



# Common Customer service & Retail Terms

Thermology	Meaning
Customer	a person who buys goods or services from a shop or business
Service	the action of helping or doing work for someone
Retail	the sale of goods to the public in relatively small quantities for use or consumption rather than for resale.
Shop	a building or part of a building where goods or services are sold.
Department	an area of special expertise or responsibility
Manager	a person responsible for controlling or administering an organization or group of staff
Assistant	a person who helps in particular work
Product	an article or substance that is manufactured or refined for sale
refund	pay back (money), typically to a customer who is not satisfied with goods or services bought
Cash till/ register	a counter or cash register where money is kept, and where customers pay for what they have bought.
Damaged	inflict physical harm on (something) so as to impair its value, usefulness, or normal function
Storage	the action or method of storing something for future use
Display	put (something) in a prominent place in order that it may readily be seen
Return	give, put, or send (something) back to a place, person or store
Point of sale	the place at which a retail transaction is carried out
Store Layout	a term used to describe how retailers set up their merchandise, product displays and fixtures in a store