



## Yes Maam The Truth About Retail, An Associates Point of View

By Bobbi Matthews

iUniverse. Paperback. Condition: New. 108 pages. Dimensions: 8.9in. x 6.0in. x 0.3in. Americans shop till they drop, yet most have little idea what's really involved behind the scenes. YES MAAM, THE TRUTH ABOUT RETAIL, AN ASSOCIATE'S POINT OF VIEW is filled with hilarious scenarios depicting unexpected surprises the associate faces throughout the day. Real life anecdotes recount everything from customer complaints to customer thefts. One such incident tells the story of a customer who was caught stealing--she was overheard informing her husband on the phone, Honey, I'll be home a little late. YES MAAM comes straight from not only the sales floor, but also the stock room, the fitting room and even the restroom --It's imperative that you know how to use a plunger if you want to succeed in retail! With these and many other challenges and predicaments, the associate is encouraged to agree that the best way to get through the day is to focus on the humor in any and every situation. This item ships from multiple locations. Your book may arrive from Roseburg, OR, La Vergne, TN. Paperback.

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