

Non-Negotiables

These items are what we have determined as base line non-negotiable standards for all team performance here at OTSS. This is a great foundational list upon which each team member can jumpstart from and then build upon, to increase their average customer sale as well as improve their personal performance as a team member.

- **Warmly welcome and engage each customer, offering assistance and knowledgeable tips on products.**
- **Complete in full the daily task list.**
- **Upsell every customer. Always be 100% present in the shoppe mindset and ready to sincerely upsell products as opportunities arise during engagements with customers on the floor or at the register.**
- **Mention to all customers to sign up for our weekly newsletter full of recipes, tips & new products.**