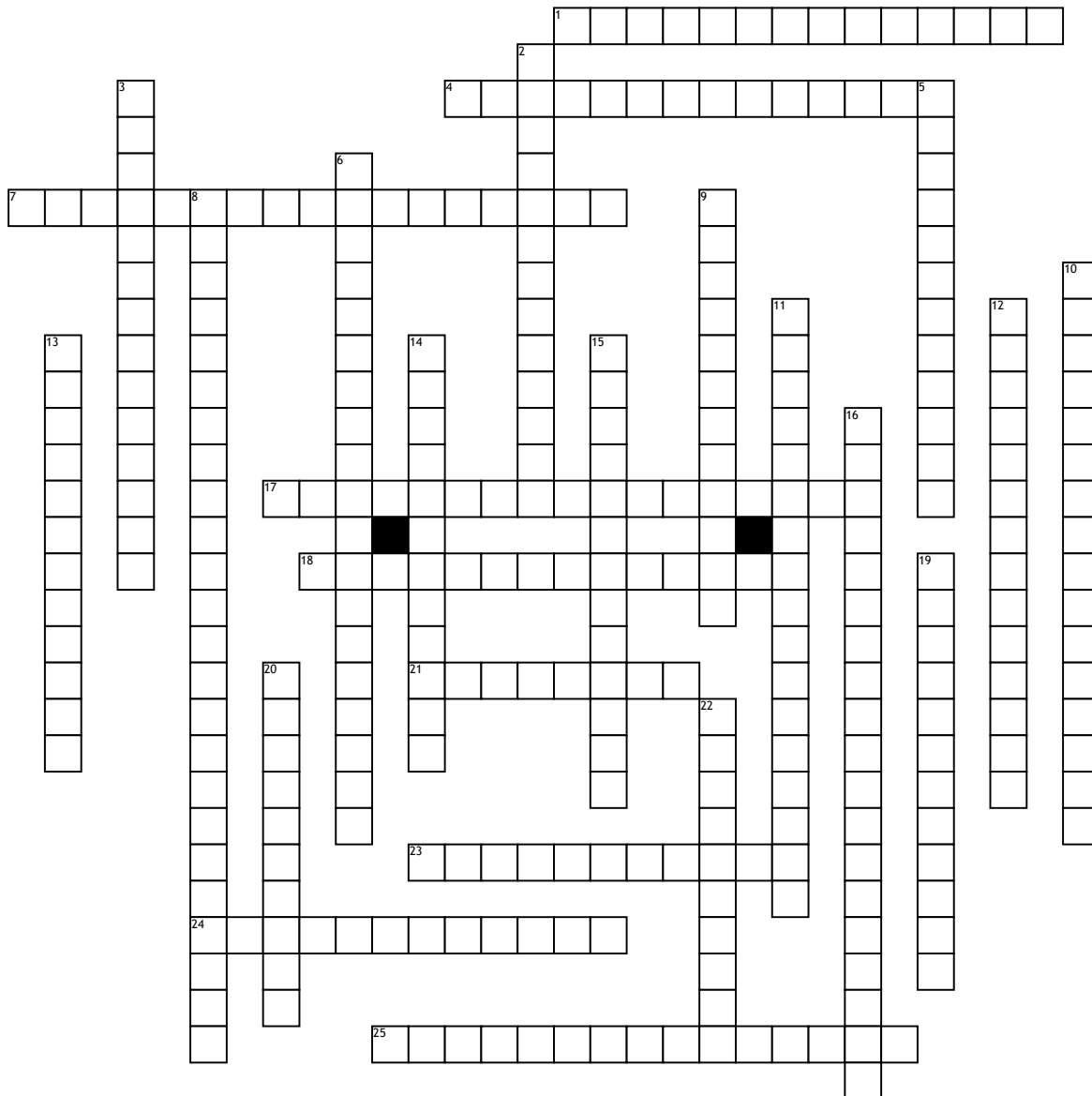


Name: _____ Date: _____ Period: _____

Store Types Familiar to Customer Reps



Across

1. What is having a face to face customer experience and a physical storefront called?
4. What type of store sells in bulk directly to consumers and requires a membership?
7. What is it called when a store has brand name merchandise at a discount?
17. What stores provide their customers with quick shopping, easy checkout, but higher prices?
18. What off price stores offer an assortment of brand name items but at reduced prices?
21. Who displays, stores, receives and presents products to customers?
23. Behavior that is driven by hunger or thirst is called what?
24. What makes customer transactions possible through multiple connected channels?

25. What store focuses on few items of their kind but has a high level of customer service?

Down

2. When you see a commercial on tv and then you want to go and buy the item, what is it called?
3. What is a company that operates many stores under common ownership called?
5. What stores sell goods that include food, alcohol, and medicine?
6. What is a person that shops maybe just for fun and not to buy called?
8. What is a small or one store called?
9. What stores sell a range of products ranging from clothes to groceries to dogfood and etc.?
10. What stores off good service and a broad variety and assortment of products?
11. Who spends time searching for the best price or deal?

12. What store offers low prices, a broad variety of merchandise, but limited service?
13. Who makes unplanned and quick purchase decisions?
14. What off price stores are owned by the manufacturer or retailer?
15. What is it called when a salesperson goes directly (often to a home) to take orders or demo a product?
16. What makes a good of service pass until it reaches the end customer?
19. Who produces the products?
20. Who buy large amounts of products from a manufacturer, then breaks them into smaller units and sells the smaller units to retailers?
22. What is granting a license to someone else in other places to sell products called?