CONFIDENTIAL FORM RSW-27

INCIDENT REPORT

No. 001

Date _____ **Time** _____ **Dept.** _____

Offender (nickname or code name) _____ **Item** _____

OFFENSES (check all that apply)

- ☐ Return with no receipt
- ☐ Expired coupon (by years)
- ☐ "Get me your manager"
- ☐ "Is this on sale?"
- ☐ Phone on speaker
- ☐ Opened the package
- ☐ Haggling over a price tag
- ☐ Showed up at closing
- ☐ Kid left to run wild
- ☐ "It's cheaper online"
- ☐ Blamed me for store policy
- ☐ Other _____

Burn Level (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) *1 = mild sigh, 10 = full meltdown*

WHAT HAPPENED

_____

_____

_____

_____

WHAT I WANTED TO SAY

_____

_____

WHAT I ACTUALLY SAID *(usually "Happy to help!")*

_____

ACTION TAKEN

☐ Smiled and said "Sure!" ☐ Vented to a coworker ☐ Wrote it here

☐ Paged a manager ☐ Went to the back ☐ Said nothing (rage within)

☐ Filed a report card

Filed under: Things I Can't Say at the Register