

In Store – Look and feel clean, and uncrowded

- Proactively communicate updates and policies to shoppers
- Abide by social distancing guidelines
- Treat it like Wave1 – update your arrows and signage
- Keep PPE available for shoppers too.
- People expect hand sanitizer.
- People expect adjusted store hours during this time – people at risk, balance with remote orders
- Option to book appointments – VIP service, better workflow, less chaos
- Line-up shelters
- Do you look clean from the outside?