

Recently I have encountered one of my best salesperson experiences. It was Monday night (September 28, 2015) in the Urban Outfitters store located between Broadway & Lafayette. The reason for my trip to the store that day was to find a nice outfit to wear for my birthday and that is usually a place where I can find a majority of the look I am going for. This time however, I wasn't fully sure on what I wanted to do and was just exploring the aisles for any items that caught my eye. After a few rounds in a circle, I spotted a hat I liked along with a jacket but was unsure of the combination since I was trying out a different style than I have had before. I decided to end my contemplating with seeking out a worker on the floor.

As soon as I made contact with a sales associate I was greeted with a smile and "hello". I politely asked if she can help me with my shopping decision and she was not only eager to help but showed full interest in assisting me. She listened as I explained my issue and the importance it had on me to get some feedback. I was prompted to try on the merchandise I was considering and got complimented by the associate for the combination. There was a genuine look to her expressed satisfaction that made me feel good since I admired it as well. Although I found some products to buy my shopping wasn't completed nor was the need for assistance from this worker.

I was now looking for a shirt and had no idea what direction to go in. The associate asked me if I knew any thing else I wanted to add to the outfit and I mentioned some boots. She asked me what type of boots and what color so she can better picture how I would be dressed. I was guided to some shirts that were apparently in style, selling and had various colors for me to choose from. The selection was accepting but I was not in favor of the shirts. She didn't give up and took me to another section of shirts that were

a little different than the first batch. I still did not see something I liked. She began to ask if there was any specific color I was looking for and I was clueless. She threw some choices out there based on the information I have given here. She even called on a nearby associate to voice her opinion as well who seemed to know not only good color mixes but had a sense of style. The other associate along with my initial one took me to her choice of tees I might want and both gave me some good ideas of what to go with. Her picks were not grabbing me either and I decided to end that search. I began to recap on what else I was looking for and decided to get pointers on a bag to compliment the outfit. I was brought to a bag by the second associate, but not without being properly dismissed from the first girl with a smile and awareness to ask her for more help at any time. The bag I was shown instantly caught my attention and I knew I was leaving with that bag. She spoke about the features of the bag, which actually were some that I have previously looked for and the price happened to be better than I've seen the compartments for. At this point I was ready to conclude my shopping for the time being.

Both employees helped me tremendously and were patient and ambitious with giving me their service. I ended up not buying a shirt but I did buy a jacket and accessories that were a happy purchase. The customer experiences I had with the two floor associates was amazing compared to what I've run into in a long time. Their services would definitely be part of the reason I go back to this specific Urban Outfitters for more outfits, outfit ideas and customer service that actually had me well pleased to be there and also spend my money in their store.