

**14B NCAC 15A .1705 CUSTOMER SERVICE**

- (a) The manager and the employees in every store shall see that customers are waited on professionally and as soon as possible to reduce customers' wait time. The manager and the employees shall not allow people without the intent to purchase to loiter.
- (b) If a local board has a price discrepancy between the price on the shelf or bottle and the cash register, and the price on the shelf or bottle is lower, the local board shall sell the item at the shelf or bottle price and correct the shelf or bottle price to match the Commission's published price.
- (c) If a customer inquires about a product that a local board does not carry, the local board's manager or employee shall inform the customer that a case of the product can be special ordered. The manager or employee shall also inform the customer what guidelines must be followed to place the special order.

*History Note: Authority G.S. 18B-100; 18B-203(a)(20); 18B-207; 18B-807;  
Eff. January 1, 1982;  
Amended Eff. November 1, 2011;  
Transferred and Recodified from 04 NCAC 02R .1706 Eff. August 1, 2015;  
Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. August 22,  
2015.*