

Shopping for shoes at schuh

Shopping for shoes can be a stressful and confusing experience. These social stories will help me understand what shopping at schuh will be like.

It's important to know that if I'm feeling overwhelmed at any point during my visit, I can use my phone or a piece of paper to write down what I would like to say.

There will be music playing in store which I can ask to be turned down if I think it's too loud. There are bright lights in store too and I can ask where the dimmer lit areas of the store are.



What a schuh store might look like

Welcome to schuh!

Before I enter the store, I can look at the window displays and decide if schuh will have anything I might like.

If I decide to go inside, the sales advisors will often say hi and ask if I need any help - I can tell them yes or no.

They can help with sizing advice, picking a pair of shoes or directing me to my favourite footwear style or brand.



What a window display at schuh might look like

Choosing my shoes

There are a lot of shoes to choose from in schuh, which can be overwhelming for me.

Brands like Nike have clear signage and styles like boots are placed together, which helps me find what I'm looking for. I can also ask for help if I need it.

When I find a shoe I like, I can tell one of the sales advisors what size I would like to try on - they'll have bright green lanyards on so they're easy to spot. I can take a seat or stand while they get my choice from the stockroom.



Footwear displays at schuh



Sales advisor wearing a green lanyard

Trying my shoes on

When they come back from the stockroom, the sales advisor will get my shoes out of the box and ready for me to try on.

I can take a walk around the store once I have them on to make sure they fit okay and are comfortable to wear.

I can then decide if I'd like to keep them or not. If not, I can ask to try another size or style, or I can simply leave the store.



Sales advisor helping a customer with their shoes

Buying my shoes

When happy with my shoes, I can now buy them and take them home.

If I'm paying by card, the sales advisor will bring the card machine to me and if I'm paying by cash, they'll take me to the cash desk.

I'll be asked if I'd like a bag for my shoes and I'll also be asked if I'd like a paper receipt or an email receipt.



Card machine at schuh



What a cash desk at schuh might look like

COVID-19 rules at schuh

There are currently some rules in place to ensure schuh is a safe place to shop.

I'll find hand sanitising stations at the front of the shop which I can use if I'd like.

schuh also ask for all customers to remain socially distanced when in store. Finally, I will notice the sales advisors wearing face masks to keep me safe.



Hand sanitising station at schuh