

# 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 a 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 greet me with a friendly smile and say hello - they wear bright green lanyards, so they're easy to spot. They can help with things like measuring my feet, picking a pair of shoes or showing me where my favourite shoes are.

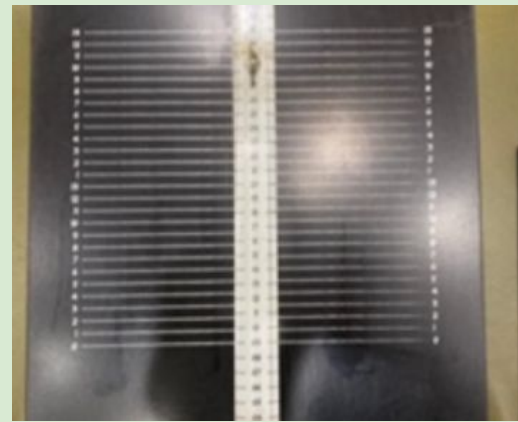


What a window display at schuh might look like

## Measuring my feet

To make sure I get my new shoes in the right size, the sales advisors will need to measure my feet.

They'll use a measuring board which they will ask me to stand on. This will tell them my shoe size.



What the measuring board 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 signs 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 know my shoe size, I can now pick a pair of shoes I like or I can ask the sales advisor to help me pick.

When I've made my decision, I can let them know and they'll go and get my shoes from the stockroom in the correct size.



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 help me put them on.

They'll check the fit of my shoes by following the 6 steps below. If I'm not comfortable with them touching my feet, I can let them know.



Is there enough space at the front of the shoe?



Are the shoes wide enough to let my feet spread out?



Is there too much space in the shoes making them feel baggy?



Is there enough space at the back of the shoe so it won't rub?



Will the shoes stay on my feet when given a pull?



I can now walk around the store to see how they feel.

If I don't like them, I can try another pair, and if I do, I can now buy them.

# Buying my shoes

When happy with my shoes, they can now be bought and I can take them home.

My parent or guardian will usually do this part but it's important for me to know what's going on.

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

We'll be asked if we'd like a bag for my shoes and we'll also be asked if we'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 make schuh a safe place to shop for me and my family.

I'll see a hand sanitising station at the front of the store which I can use if I'd like. I will also see people wearing face masks and keeping their distance from me - this is nothing to worry about and is just something they have to do to keep me safe.



Hand sanitising station at schuh