



Customers' FAQs About Gardening

LESSON OBJECTIVE: Learn the answers to customers' frequently asked questions about plants.

ESTIMATED COMPLETION TIME: 4 minutes for the video. Use the "Additional Discussion" section for a longer lesson.

HOW TO USE: View the video. If you wish to spend additional time, use the discussion guide below.

SUMMARY OF THE QUESTIONS:

- Q: How big should my garden be?
A: First find out if it will be planted straight in the ground or in a raised bed, and then what types of plants they want in that area. Then show them plant care tags or seed packets to see what each plant requires, and do the measurements from there.
- Q: How often should I water and fertilize?
A: General rule is 1-inch of water per week. Use a rain gauge to figure out how much more each week the plant should need. Fertilizer can be liquid (water soluble) or granular. The advantage of the water soluble type is it gives plants nutrients faster. The granular type lasts longer so it doesn't have to be applied as often. Which type customers use is largely up to them. Look at the package to see how much fertilizer they should use.
- Q: What type of soil should I use to plant?
A: Use loose soil with organic matter. Basic pH reading should be between 6 and 7 on the scale.

ADDITIONAL DISCUSSION:

- What are some other questions you frequently hear from customers about gardening? Have employees share questions so everyone can learn.

ADDITIONAL TRAINING: Have employees take the Lawn & Gardening department portion of NHPA's Basic Training Course in Hardware Retailing. It's available to NHPA members at www.yournhpa.org.