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## **Walmart doubles personal shoppers for holiday pickup and delivery orders**

November 20, 2020

This holiday, more than ever, it is important for customers to use time-saving services like pickup and delivery – and Walmart has prepared with more than double the number of personal shoppers versus last year — more than 157,000 associates ready to fill grocery orders for all the big meals, as well as pick holiday gifts and stocking stuffers.

"It makes me proud to think six years ago we started with only a few hundred personal shoppers, and today, they're crucial to providing services like pickup and delivery that our customers have come to see as essential," said Tom Ward, senior vice president of customer product for Walmart. "Our stores have really focused on convenience over the last few years, and that's allowed us to quickly shift to

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the changing needs of our customers."

Today, customers can choose no-contact pickup and delivery options that work best for their busy schedules with no markup on items — an item is priced the same as it is on the shelf.

- Pickup: Free curbside pickup that lets customers reserve the time and pickup location that's most convenient for them, with orders loaded right into their car.
- Delivery: Orders from stores to a customer's door with a per delivery fee of \$7.95 or \$9.95.
- Express Delivery: Speedy delivery in two-hours or less. The service costs \$10 on top of the existing delivery charge.
- Free Unlimited Delivery with Walmart+: No per-delivery fee; unlimited deliveries for a monthly or yearly fee with a Walmart+ membership.

"Given customers' lives were busier even before COVID-19, roles like the personal shopper will continue to be important parts of our business," said Ward. "We're excited about the work they're doing and the service they'll provide to our customers, now and into the future."

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