
Training Instrument 12-8**Customer Service**

CUSTOMER SERVICE CHALLENGE

Using the practices of effective customer service, determine the best way to handle your group's situation. Your group will present your best ideas for handling this scenario by using a format such as a skit, presentation, or panel discussion.

A

This customer is angry. He's been sent to three different offices to get his problem resolved, and now he's ended up with your newest employee, who doesn't know how to handle this type of issue. Do you jump in and push the employee aside to fix the situation? Do you wait until he or she asks for help? Do you wait until the customer leaves? Do you send someone else in to fix the situation? What are your main concerns in this situation?

B

This customer has asked to see the manager. He has an outdated coupon. You don't want to undermine your employee, who is a senior staff member, but it is a policy to accept all coupons, no matter what the expiration date. How do you handle this situation?

C

You observe an employee repeatedly explaining something to a customer, but the customer can't understand what he or she is saying. You can tell that the employee is getting angry with the customer by his or her tone and volume. How do you correct the employee and ensure that the customer's needs are met without publicly chastising the employee?

D

The customer insists that he wants a copy of a file that is not allowed to leave your office. Your employee has told him or her this and now the customer wants to talk to you. Unfortunately, the employee apparently told the customer in an extremely rude manner and the situation has escalated to a shouting match. What strategies will you use to handle this situation?
