



WHAT WOULD YOU DO?

HOW WOULD YOU HANDLE THIS?

Your company prides itself on good customer service. How would you handle these situations?

1. You are the receptionist at a hotel working the night shift. A business person who checked out earlier that day comes in around 10 pm, having missed the last flight home and hoping to get another room for the night. Unfortunately, the hotel is completely booked up tonight. What do you do?
2. You are a clerk in a kitchenware store. The store sells glass cookware for \$3.99 per piece, but this week is running a special on a seven-piece set for \$20. A customer mistakenly thinks the seven piece set costs \$3.99, and is irate when it rings up at \$20. She declares in a loud voice, "This is false advertising! It's fraud! My friend bought this set for \$3.99 yesterday. You don't know that you're talking about!" How do you handle this situation?
3. You help people resolve technical issues for a cell phone store. A customer comes in with a phone a few days after purchasing it for \$650. He claims it stopped working suddenly and wants a refund or new phone. On inspection, you notice that the phone's moisture sensor has turned red, and ask whether the phone has been exposed to liquid of any kind. The owner swears that he only wiped off the outside of the case with a damp cloth, but you know that wouldn't have set off the interior sensor. You suspect that he accidentally dropped the phone in the sink or toilet, and now wants the store to take the financial hit for his carelessness. How do you respond?
4. You work in an ice cream shop. A woman orders a chocolate milkshake that is made with vanilla ice cream and chocolate sauce. She tells you not to add too much chocolate sauce. You put in half the regular amount, but without even tasting it she says it's too much. You remake the shake with a quarter of the regular chocolate sauce, but she again rejects it and demands that you make it again. Meanwhile the line of customers behind her is growing longer and getting restless. How do you handle this?
5. You work for a call center and conduct telephone surveys for political campaigns. It's important that you survey the specific people on your call list because they have previously agreed to participate and have been carefully selected to create a representative sample. You call the number of a Jane Smith, but her husband answers. He demands to know who is calling, and when you identify yourself he starts in on a profanity-filled rant about how you can't fool him with your fake story, that he knows his wife has been sneaking around with someone else behind his back, and that if you are really who you say you are he'll take the survey instead. How do you respond?
6. You work as a cashier in a retail store, and recently dyed your hair. While you are ringing up some items, the customer asks whether it's your real hair color. When you say no, the customer responds, "Do you want to die? Don't you know that hair dye causes cancer?! You need to buy mayonnaise and soak your hair in it immediately!" You ignore the comments, but the customer continues. "How about meeting me after work? We can talk about it over dinner." When you decline, the customer says, "OK, but I'll be coming back to see if you got rid of the hair dye." How do you respond?
7. You work for a national electronics/appliance store that offers an extended warranty option on all of its major items. Your job at the customer service counter is to fill in the warranty paperwork and explain its terms after the customer has paid. It quickly becomes apparent that the customer you are assisting speaks little English and does not understand what is happening. She probably just nodded her head when the cashier asked whether she wanted to purchase the warranty, and now she's pointing to the \$79 charge on the receipt unhappily. Your manager really wants to push the warranties. They are almost pure profit for the store. However, you feel that the woman has been taken advantage of. Meanwhile, the line of people behind her is growing. What do you do?