Teacher Resource #1: Customer Service Scenarios

Scenario #1: Simone is working at a call center for a large financial institution. Mostly she fields questions from customers and assists people in setting up, transferring, and closing accounts. Today, however, Simone answers the phone to find a man on the other end of the line yelling and ranting about the bank’s monthly fees and service fees. These are standard on the type of account this customer holds. How should Simone handle the caller?

Scenario #2: Cedric works in a hair salon as a stylist. He is very busy with multiple customers. One is getting her hair highlighted, another is under the dryer, and yet another is getting her hair shampooed nearby. A customer whose hair he cut and colored the previous day enters the salon, clearly very angry. She demands to speak to Cedric about the quality of her haircut and color. How should Cedric respond?

Scenario #3: Roberto is a chef at a local restaurant. On a particularly busy evening, one of the wait staff approaches Roberto, clearly upset. She explains that a customer is very unhappy with his dish and wishes to speak with the chef (Roberto) directly. Roberto has several items on the stovetop, and the oven timer is about to sound. The manager and an assistant chef are in the kitchen as well. What should Roberto do?

Scenario #4: Ashley works at an auto detailer and performs custom detailing jobs on a variety of sports cars. Ashley arrives at work one Saturday to a phone message from an angry client. Ashley had worked on the client’s Ford Mustang the week prior, and according to the message, some of the pin striping has already come loose from the car. Ashley sits down to return the call. What should she say?

Scenario #5: Fred works in the hospitality and tourism industry, at a local hotel. It’s been a busy night processing patron check-ins and completing final bills prior to the next day’s departures. Just as Fred is ready to leave for the night, he gets a call from room #405, where a family of four is staying for the night. The family is very upset about the condition of their room, saying that the bedding is not clean and that there is a musty smell in the room. The hotel is booked for the night. What can Fred do to help these patrons?