

Customer Service Practice

Directions: Following are 3 opportunities for your students to practice customer service within the classroom.

1) Read the following responses to customer questions and ask the students to come up with better responses.

We can't do that.

That's not my job.

I don't know.

I'm busy right now.

Hang on a sec, I'll be right back.

That's not my fault.

No--we never do that!

You want it by when?

You don't have to get so mad.

Call me back.

Sure. I'll try to remember to do that.

2) Read these customer service scenarios to your students. Ask them to think about how they would handle the situation. Ask for a volunteer to come up and role play each situation with you.

- A customer calls and berates you for poor service and errors made by your company. How do you respond?
- Deon is a travel agent who works in the area of domestic travel. His phone rings; the customer needs help booking an overseas trip to Morocco. Deon explains to the customer that he does not deal with foreign travel by saying, "I'm sorry, you've reached the domestic travel department, you need to talk to international. Hold on for a moment and I will transfer you." Did Deon demonstrate good telephone etiquette? If not, why not?
- Elaine was on her way to the break room when a customer asked her about the sale price of a purse that was on display. "That's not my department," she said, and continued on her way to the break room. Do you think this was good service? If not, what would you have done differently?

3) Divide students into groups of three. Assign each pair a customer service scenario to practice. The student playing the customer may be difficult but needs to stay appropriate for a classroom setting. The student playing the employee should do their best to act as if they were really on the job and deal with the difficult customer in an appropriate way. The third student is an observer. They should note things the employee does well, and make suggestions for reactions that may have been perceived better by customer. Students should rotate and take turns playing each role.

Scenarios:

- You are a clerk at a shoe store. A customer returns a pair of shoes wanting a refund. The shoes have been worn and the sole is dirty.
- You work at a drive through car wash. A customer returns because they feel their car did not get clean.
- You are working at the customer service counter in a department store. A customer is upset because they feel they were ignored by the employees working in the linens department.
- You answer the phones for a local cable company. A customer calls and is upset because their reception is poor.