

1. Individually type out either a bad or good customer service experience you've had.
2. Share with table and choose one to share w/class
3. Why do we share more bad than good? (tie in to word of mouth)
4. Why is customer service so important?
5. What are some companies that are known for good customer service?
6. Golden Rule of Customer Service
7. How to handle challenging customer service role-play scenarios (below)
8. Direct to website and see how it really should be addressed properly/Read Aloud

Question to ponder if you have extra time:

1. Research Customer Experience vs. Customer Service. What are some companies that are known for creating an "Experience"?

Customer Service Role Play Scenarios

Use this website for guidance on each scenario:

<https://www.helpscout.net/blog/customer-service-scenarios/>

1. You work in the Electronics department at Target. A customer approaches you and says they've looked all over the store and can't find hand sanitizer anywhere. They ask you for help in finding it. You don't know where it is exactly located, but you're guessing it's in the Health & Beauty Department by the pharmacy. What do you say? What do you do?

2. You work at Best Buy. A customer comes up to you and asks how DirecTV is different or better than cable. You don't know all of the answers, but you do have a brochure. What can you say and do?

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3. The latest iPhone is being released in 3 weeks. A customer made a special trip to your store and wants to buy it for his/her grandchild. You don't have them in. What can you say and do?

4. You work at Walmart and a customer comes in saying the website showed you have one Star Wars Light Saber left. He/she wants you to help locate it. You look for it, but realize that by the time they got there, someone had already purchased it. What can you do to make that customer happy?

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5. You work the Customer Service desk at Kohl's in Waukesha. A customer calls and dials the extension for the shoe department to see if they have a certain size of a shoe they found at Southridge. No one answers in the shoe department. They automatically get transferred back to you in Customer Service. What can you say and do to help this customer?

6. You work at a car dealership. You sold a car to a customer and they trust you to help them. They call you to ask about the warranty, but the warranty department handles these details. What can you say to the customer?

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7. A customer has a suggestion on how the cash registers could be quicker. They approach you with the idea, since you are the head of the IT department. You know that the current registers are not capable of this idea/change. What can you say to the customer?

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8. You work as a server at Red Robin. Your customer complains that their fries are not crispy enough. What could you say or do?

9. You work at Pick N Save and you see someone eating a handful of grapes and now they're moving on to the cherries. When you approach them, they complain how they

only want a few instead of the big bag that is sold. What can you say to this customer while still providing good customer service?

10. You are a baseball coach and you and your players are noticing a lot of dog poop in the field. :(There are signs that say no pets allowed on school/park grounds. During a practice, you see a man walking his dog through the park and onto one of the other fields to "go". What can you do/say to this man?

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11. You work at Amazon and you get a call from a customer about a phone charger that arrived but isn't working. How do you handle this phone call?

12. You work at McDonald's and a parent comes up to you and shows you a broken Happy Meal toy. You're not sure if the child broke it or if it was defective. What should you do?