

Unit 7:

Ready To Work

Work as a Team

Scenario: You are all the managers of a large supermarket. You are having a lot of problems, and your customers are not happy. There is a long list of problems. Discuss these problems with the other managers and decide together on a good solution to each problem.

Here is some language you can use to discuss the problems:

Talk about problems:

One problem is that.... (sentence)

→ One problem is that the milk spoils.

One problem is ...(noun)

→ One problem is the spoiled milk.

Talk about solutions:

One solution is to ...(verb)

→ One solution is to get better refrigerators.

I think we should.... (verb)

→ I think we should get better refrigerators.

Agreement:

I think that's a good idea.

I agree with _____.

I am for _____.

Disagreement:

It's a good idea but..._____.

I disagree with _____ because...._____.

I am against _____ because..._____.

The problem with that is....

This activity is an adaptation of Problems and Solutions found at www.bogglesworldesl.com.

Customer Service What-Ifs

What would you do if...

1. ...you were wearing nice clothes and your boss told you to dress more appropriately for work?
2. ...you found out that one of your job references said something negative about you?
3. ...you saw a co-worker having trouble with a cash register, but you had a line of customers waiting for you?
4. ...a customer asked for a particular product that is out of stock?
5. ...a customer wants to pay with a check, but she doesn't have a photo ID?
6. ...a customer's child spills a drink on the floor?
7. ...a customer's child knocks a glass on the floor, and it breaks?
8. ...a customer yells at you over the telephone?
9. ...a customer talks too fast on the telephone and you can't fully understand him?
10. ...you were the only employee in the store, and the phone rings while you are helping another customer?

Customer Service Review Scenarios

Written by Class of Fall 2005

1. You work in a restaurant and two people come in together. They want to place a carry-out order right away, and tell you they are in a hurry. Also, at the same time, the telephone rings. The person on the telephone wants another carry-out order. The people in the restaurant are being very impatient.
2. You are working in a women's apparel store. A customer comes in. You greet her. The customer seems to be having trouble making a decision about what to buy.
3. You work in a drugstore. You're serving the customer, and at the same time, another customer asks you how to use the photo machine. What do you say?
4. You work in a coffee shop. One customer comes in and requests a \$15 gift card. He pays with a credit card, and you accidentally charge him \$50! He is not happy about the situation. What do you say? What do you do?
5. You work in a 7-11. A boy comes in and tries to buy cigarettes. However, he looks like he might be younger than 18 and he does not have ID. When you tell the boy that you cannot service him without ID, he becomes very angry. What should you say and do?
6. You are a cashier at a thrift store. A customer bought a big lamp and a bread machine but she cannot take them back by herself, because she does not have a car. She asks if you have delivery. Unfortunately, you do not, but you can keep it for her while she gets somebody to help her. You can hold the items until 7 PM. Help her to leave satisfied.
7. You work in a computer store. You help the customer choose the correct set of headphones (with a microphone). You begin to help the customer purchase the item when the telephone rings. The customer on the phone is angry because he had bought a computer at your store and not all the features he had requested were in the box. Deal with both customers.

