

Speaking and Listening – Discussion
Functional Skills Speaking and Listening – Level 1
Business / Customer Service



**In-Formal
Discussion**

You and your colleagues are currently studying all areas of Business / Customer Service

You have recently seen lots of articles relating to customers complaining about poor service. This example has probably happen to you or someone you know and you wish to find out your colleagues thoughts on how they feel the case study shown overleaf was dealt with



Planning:

Read the Case-Study detailed on the back of this plan. Gather a group of 2 – 3 colleagues to discuss openly the good and poor approach to this

The Discussion:

Ask your colleagues to give their honest opinions about how they

feel the customer should have been dealt with?

- Would this result in the loss of a current customer?
- Was the store person's attitude wrong?
- What should the store person have done instead?
- Was it her problem or her employer's problem by having the wrong procedure?

Case Study

I recently paid cash for a Toyota sports car and decided I would add some specialist and expensive parts. While waiting to pay for the items I had placed on the counter, the phone rang and the salesperson answered it immediately.

Instead of asking the caller to wait while she finished helping me, she spends a considerable amount of time researching product information for the caller.

After a couple of minutes of being ignored, I left the store and made my purchases elsewhere. That store lost definite purchase to serve a non-paying customer.

What do you think should have happened?