

Role play - Customer Service– Difficult Customer



Role A

You need to have some spare parts immediately as your machine has broken down. You know what parts you need so you decide to go the shop and buy them. You actually see the parts you need on the top shelf of the store, but when you ask the assistant they tell you they are not for sale.

When you ask why they say they have to keep them in stock for their technicians. So you ask if they have others in the stock room in which they can sell to you. They say they that they sold the last of them that morning.

You ask the sales assistant if you can buy those on the top shelf evening offering more money.

The assistant tells you that he is not authorized to to sell them. You are beginning to lose your temper. You need the spare parts today as you have an important order to fill and if you do not do it today you will lose the account.

You demand to speak to the manager. The assistant tells you that the manager is busy. You are now very angry and refuse to leave the shop until you have your spare parts!!!

Role B

You are the stock assistant for a supplier of spare parts. You have had a bad day you boss has been giving you a hard time all day. His last orders to you were to under no circumstance is to be interrupted by anyone, no matter what the problem is, and more especially by you-

A client arrives and wants the spare parts reserved for the technicians. You have told your boss many times to keep these stored elsewhere but he has never listened to you.

You have told the client that there are none of the spare parts that he wants left having sold the last of them this morning.

The client has now asked to have those reserved for the technician even offering more money. You have to tell him that you are not authorized to do that .

When he asks to speak to the manager you have to tell him that he is busy.

The client is now very angry and is refusing to leave until he has even spoken to the Manager or he has the spare parts.

Decide what you should do and what action you should take.

Useful phrases

Bank Customer Service Role Playing Scripts

C. Bhattacharya



Bank Customer Service Role Playing Scripts:

"Mastering the Art of Training Trainers Aditya Pratap Bhuyan,2024-07-30 In today's fast paced and ever evolving world the role of a trainer has become more critical than ever *Mastering the Art of Training Trainers A Comprehensive Guide* serves as an essential resource for anyone looking to excel in the field of training and development This book delves deep into the principles methods and strategies required to effectively train and empower others ensuring that knowledge and skills are transferred seamlessly and impactfully This comprehensive guide begins with an exploration of adult learning principles highlighting the unique characteristics and needs of adult learners It then moves into designing effective training programs offering practical insights on needs assessment setting learning objectives and creating engaging content tailored to diverse audiences Readers will find detailed discussions on various training delivery methods from traditional classroom settings to cutting edge e learning platforms and blended learning approaches The book emphasizes the importance of developing facilitation skills covering essential topics such as communication managing group dynamics and handling difficult participants One of the standout features of this book is its focus on utilizing technology in training Trainers will learn how to leverage the latest tools and platforms to create interactive and immersive learning experiences The book also addresses the crucial aspect of assessing training effectiveness providing robust evaluation models and feedback mechanisms to ensure continuous improvement *Mastering the Art of Training Trainers* includes a rich array of case studies and real life examples showcasing successful training initiatives across various industries These stories offer valuable lessons and practical applications helping trainers understand the real world impact of their efforts In addition to providing a solid foundation in training principles and practices the book offers guidance on building a training career It explores career pathways professional development opportunities and the importance of networking within the training community With its thorough coverage and practical approach *Mastering the Art of Training Trainers* is an indispensable tool for aspiring and experienced trainers alike Whether you're new to the field or looking to enhance your skills this book will equip you with the knowledge and confidence to deliver exceptional training programs that inspire and transform

Customer Service Games for Training Agatha C Hughes,Thomas P Hughes,2018-10-24 This title was first published in 2011 After World War II a systems approach to solving complex problems and managing complex systems came into vogue among engineers scientists and managers fostered in part by the diffusion of digital computing power Enthusiasm for the approach peaked during the Johnson administration when it was applied to everything from military command and control systems to poverty in American cities Although its failure in the social sphere coupled with increasing skepticism about the role of technology and experts in American society led to a retrenchment systems methods are still part of modern managerial practice **EBOOK:**

Principles of Services Marketing Adrian Palmer,2013-01-16 Now in its seventh edition *Principles of Services Marketing* has been revised and updated throughout to reflect the most recent developments in this fast moving and exciting sector With

a stronger emphasis on emerging and global economies it has been restructured to give clearer focus on key issues of efficiency accessibility and customer experience This authoritative text develops an indispensable framework for understanding services their effective marketing and how this drives value creation Key Features Opening vignettes introduce a chapter's key themes with short examples that present topics in familiar everyday scenarios students can relate to Longer case studies feature well known companies and provide an opportunity to analyse real life scenarios and apply understanding In Practice vignettes drawn from services organizations from around the world and how services are delivered and experienced by customers Thinking Around the Subject boxes examine the operational challenges of putting theory in to practice Summary links to other chapters reinforce the main topics covered and how they fit within the wider context of services marketing to improve overall understanding of the subject Expanded coverage of key topics such as service dominant logic servicescapes and the use of social media explore the latest theory and practice Reflects the importance of marketing for public services and not for profit organizations Includes new chapters on service systems and the experiential aspects of service consumption

Handbook of Practical Program Evaluation Kathryn E. Newcomer, Harry P. Hatry, Joseph S. Wholey, 2015-08-10 The leading program evaluation reference updated with the latest tools and techniques The Handbook of Practical Program Evaluation provides tools for managers and evaluators to address questions about the performance of public and nonprofit programs Neatly integrating authoritative high level information with practicality and readability this guide gives you the tools and processes you need to analyze your program's operations and outcomes more accurately This new fourth edition has been thoroughly updated and revised with new coverage of the latest evaluation methods including Culturally responsive evaluation Adopting designs and tools to evaluate multi service community change programs Using role playing to collect data Using cognitive interviewing to pre test surveys Coding qualitative data You'll discover robust analysis methods that produce a more accurate picture of program results and learn how to trace causality back to the source to see how much of the outcome can be directly attributed to the program Written by award winning experts at the top of the field this book also contains contributions from the leading evaluation authorities among academics and practitioners to provide the most comprehensive up to date reference on the topic Valid and reliable data constitute the bedrock of accurate analysis and since funding relies more heavily on program analysis than ever before you cannot afford to rely on weak or outdated methods This book gives you expert insight and leading edge tools that help you paint a more accurate picture of your program's processes and results including Obtaining valid reliable and credible performance data Engaging and working with stakeholders to design valuable evaluations and performance monitoring systems Assessing program outcomes and tracing desired outcomes to program activities Providing robust analyses of both quantitative and qualitative data Governmental bodies foundations individual donors and other funding bodies are increasingly demanding information on the use of program funds and program results The Handbook of Practical Program Evaluation shows you how to collect and

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Keys to Terrific Customer Service (paperback) Laurence Hatch,2008-09-14 *Keys to Terrific Customer Service* is not just a motivational book like hundreds of other customer service books on the market It is a serious textbook that analyzes all aspects of customer satisfaction trends in modern high tech service delivery and new concepts of measuring customer wants and needs KTTCS is an ideal inspirational resource for any small business owner customer service manager quality assurance specialist service process planner customer relations supervisor or business consultant Over 165 topics are covered in remarkable detail with clear examples and action plans *Service Analytics and Management* Jitesh J.

Thakkar,2025-08-04 This book intends to cover key issues on service strategy planning design and delivery The book is divided into six parts The first part provides an introduction to the context of services and discusses the issues and complexities involved in managing services The second part deals with the design of services This includes issues specific to service capacity management service project management and service supply chain management The third part will help the readers to understand various issues in service resource planning Typically this includes Demand Forecasting Aggregate Planning Service Scheduling Service Inventory Management Subsequently part four covers the issues specific to service

improvement This will include service quality and six Sigma service productivity and performance and managing people in service organizations Part five deals with IT and Analytics in service management This section deliberates upon IT and service management and various analytical models useful in managing services Finally part six includes five cases in detail for extensive and critical class discussion **Marketing of Consumer Financial Products** Ritu Srivastava,2023-02-21 This book uses insights from services marketing to illustrate how financial service providers should utilize service marketing concepts to provide customers with quality satisfaction and memorable experience Marketing has been traditionally goods oriented with a business to customer focus However it is established that financial service organizations also need a focused marketing strategy in the business to consumer space This book uses insights from services marketing to illustrate how financial service providers should utilize service marketing concepts to provide customers with quality satisfaction and memorable experience This book is particularly useful to managers in financial organizations executives enrolled in a management course faculty and post graduate students of a management course **Active Training** Melvin L. Silberman,Elaine Biech,2015-05-04 The all time bestselling training handbook updated for new technologies and roles Active Training turns instructional design on its head by shifting the emphasis away from the instructor and on to the learner Comprehensively updated to reflect the many developments in the field this new fourth edition covers the latest technologies and applications the evolving role of the trainer and how new business realities impact training advancing new evidence based best practices for new trainer tasks skills and knowledge Up to date theory and research inform the practical tips and techniques that fully engage learners and help them get the most out of sessions while updated workplace examples and revised templates and worksheets help bring these techniques into the classroom quickly You ll gain insight into improving training evaluation by using Return on Expectations ROE learn how to extend the value of training programs through transfer of learning and develop fresh engaging methods that incorporate state of the art applications Active Training designs offer just the right amount of content the right balance of affective behavioral and cognitive learning a variety of approaches real life problem solving gradual skill building and engaging delivery that uses the participants expertise as a foundation for learning This book is the classic guide to employing Active Training methods effectively and appropriately for almost any topic Learn how the trainer s role has changed Engage learners through any training delivery method Inspire collaboration and innovation through application Overcome the challenges trainers face in the new business environment Active Training methods make training sessions fun engaging relevant and most importantly effective Participants become enthusiastic about the material and view sessions as interesting challenges rather than as means to fulfill requirements To bring these widely endorsed methods into your training repertoire Active Training is the complete practical handbook you need **Services Marketing** C. Bhattacharya,2009 While most books on marketing and services are readable very few take the student s viewpoint and set out to answer the question Is it understandable in the affirmative This book and its pedagogy

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