## Role play - Customer Service - Difficult Customer



#### Rolle 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**

Jitesh J. Thakkar

#### **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 toreflect the most recent developments in this fast moving and exciting sector With

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