

**2014 Alabama SKILLSUSA CUSTOMER SERVICE
ROLE PLAY
CONTESTANT INFORMATION**

- You are employed by the Skills Construction Company.
- SCC is a full service contractor with construction projects in both residential and commercial markets.
- GCC also sells building supplies to other contractors.
- Occasionally, SCC will sell building materials to the general public by special order.
- The company prides itself in the long (30 yrs.) and involved relationship it has with the community.
- A quality product, competitive pricing and impeccable customer service are the hallmarks of SCC.
- Your job duties include answering the phone as well as assisting customers who arrive at the office in person with questions or concerns/complaints.
- Scheduling is not your area of responsibility. Also, you are not an engineer.
- You are responsible for resolving customer problems with SCC and are valued by the company for your creative solutions.
- You have the flexibility and authority to make financial adjustments up to 10% of the disputed amount. Adjustment is not to exceed \$300.
- SCC does not accept returns of any building supplies without the authorization of the Sales Manager who issues a code number to authorize the return. Shipping of return is the responsibility of the customer. There is a 20% restocking fee. Refunds are in credit only, no cash.
- Your supervisor is a phone call away during your shift.
- There are no other Customer Service employees on duty during your shift.
- Billing and collections are handled by the Accounting Department.
- You work 40 hours/week. No overtime is required or allowed.