

**2014Alabama SKILLSUSA  
CUSTOMER SERVICE COMPETITION  
JUDGES ROLEPLAY SCENARIOS**

**First Customer**

You are an irate homeowner. SCC has installed a new roof on your home. It continues to leak in spite of the fact that they have tried to fix it three times. In addition, you have purchased a custom made front door which has arrived, but you are awaiting installation by SCC. The waiting is not what has you upset, though. You are worried that their installation of the door will be as terrible as the roof. You think that you probably don't want the door anymore unless they can convince you that all will be made well. A nice touch is that it is raining today and the roof is leaking as you speak.

*Make sure they get their name and address.*

*(Since scheduling is **not their area** they simple need to send them to a sales person in the back... no brainer) They could pick up the phone and pretend to call someone in the back to send them to their office. Just be nice and make them feel that they are being taken care of.*

*Make sure they say excuse me to answer the phone*

**Second Customer (RING RING....RING RING)**

While the customer #1 is arguing his/her case, you call on the phone. You are not angry or irate. You just want to schedule a delivery of some items which your business has purchased and needs ASAP.

*(They should take their name and phone number, find out what they purchased so that they know which department to forward the call. If they should get a return call back saying it was busy....they should take their name and number and call the department directly and have a representative return their call.)*

### **Third Customer**

While the customer in #1 continues to argue his/her case, and *after the phone call* for scheduling has been handled, you rush flustered. You are not very angry yet, just weary and flustered because you are a local business owner who has little time or the incompetence that you perceive. A representative of SCC was supposed to meet you at your store to give an estimate on an addition and some remodeling you want to do. The rep never showed up, and you want to find out what happened and if this is indicative of how little the company values your time.

*(Apologize...gather information...Pretend to check the calendar to see that the SCC did try to call to reschedule but did not get a response and that they are sorry for the miss communications.....call someone immediately to meet them within the hour or re-schedule...)*

### **Forth Customer (RING RING....RING RING)**

*While the customers in #1 and #3 continue to attempt to remedy their individual problems, Customer #4 calls to discuss over-billing. You are satisfied with the work that was done, but they have overcharged you and you want the bill corrected.*

*(Let the contestant ask you the questions)*

**Invoice stated 9 windows @ \$140 each  
plus 8 % sales tax for a total of \$1,486**

*(They need to know to calculate 8% instead of 18% tax changing \$226.8 tax to \$100.80. Changing total from \$1,486 to \$1,360.80  
(If the customer is still not satisfied, they could take up to 10% off within their duties)*