

Dealing With Difficult Customers

Assignment 3

Total Marks: 30

Q:1: Short Questions; (15)

- I. How would you differentiate assertive behaviour from aggressive behaviour?
- II. What is an assertive formula? Give example.
- III. What are the 3 F's that can help you to get heart of the problems?
- IV. Discuss the six steps that help you solve problems.
- V. What are the key tools for reducing conflicts?

Q: 2: Develop some suggestions for dealing with each of these challenges. (15)

- I. You don't know the answer to the customer's question.
- II. You have to say 'no' to the customer's request.
- III. Your computer is moving slowly and the customer is getting impatient.
- IV. The customer has unreasonable expectations.

The customer is skeptical about what you're telling him.

The customer is angry for no apparent reason.

The customer refuses to give you all the information you need.

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Role Play

Situation One: Happy Burgers

Jane is working at Happy Burgers alone one night. A customer comes in and orders a Super Smiley Meal. This customer then changes his mind and wants a Beamer Special. He then changes his mind again and wants a Smirky Sundae. He becomes frustrated because Jane can't get his order right.

Situation Two: Your Cash Bank

Sam walks into the bank one day to take money out of his account. The teller informs him that that account has been closed due to suspicion of criminal activity. Sam becomes very upset and demands to speak to the supervisor, who is not in.

Situation Three: Acme Widgets Inc.

On her way to work, Erin stops in at Acme Widgets to pick up her company's order. She is told that their order hasn't been received and will need to be placed again. This is the fourth time that this has happened this year and Erin is not happy.

Situation Four: Fresh Veggies

Tom is planning a big birthday dinner and goes to Fresh Veggies to get everything he needs. He's particularly excited about the fresh berries that the store's flyer promised. However, when he arrives at the store, there are none to be found. A cashier tells him they are out of stock.

Situation Five: Leaky Pipes

Jacob calls in a plumber to fix his leaky bathtub. He goes downstairs to let the plumber do his work. He returns to the bathroom to find the plumber asleep in the bathtub and the work uncompleted.

Situation Six: We Fix It

Joan calls technical support one evening to fix a recurring problem with her computer. She is told that the computer is supposed to do this and there is nothing they can do. Naturally, she is not very happy about this.