

Deal With It.

Electronics Retailer Customer Service Training Sample

Issues

Common Situations #1.

You are writing orders and working the cash register. A customer is complaining that your service is terribly slow. You know that the delay was caused by the previous customer's credit card authorization problems. How do you respond to this customer?

Sample
Game
Cards

(Shown
smaller than
the Actual
3 1/8" by
2 1/4" size)

Difficult to Handle Situations.

Yesterday, a suspicious acting customer left the store with a new cordless phone. Today he returns with a broken version of what he just purchased. Inspecting the phone you notice a fair amount of wear. What do you tell the "quick switch man?"

Unusual Requests.

A woman is on the phone, asking you to refrain from playing any music for the next half-hour. She claims that the noise gives her migraine headaches and she wants to shop in peace. What do you say to this woman's request?

Common Situations #2.

A customer is having trouble deciding whether to purchase one DVD player or another. Should you give your opinion when helping this customer?

Warranty and Policy Issues.

A woman wants to return a toy radio controlled car. She is complaining that her has a defective car. Questioning her further, you discover that she did not follow the battery re-charging instructions, and actually ruined the batteries by overcharging them. What do you say to this customer?

Sales Opportunities.

Name two of the most obvious nonverbal keys indicating that a customer needs assistance.

Criminal Implications.

It's a busy Saturday and a person is attempting to pay for a cell phone. You suspect that one of the bills is a counterfeit. What do you do now?

Questions about Human Motives.

What is the best-perceived advantage a specialty electronics store has over a department store with an electronics department?