

Role play - Customer Service– Difficult Customer



Role 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

Adrian Palmer, Catherine Cole



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 **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 to reflect the most recent developments in this fast moving and exciting sector With a stronger emphasis on emerging and global economies it's been restructured to give clearer focus on key issues of efficiency accessibility and customer experience This authoritative text develops an indispensable framework for understanding services their effective marketing and how this drives value creation Key Features Opening vignettes introduce a chapter's key themes with short examples that present topics in familiar everyday scenarios students can relate to Longer case studies feature well known companies and provide an opportunity to analyse real life scenarios and apply understanding In Practice vignettes drawn from services organizations from around the world and how services are delivered and experienced by

customers Thinking Around the Subject boxes examine the operational challenges of putting theory in to practice Summary links to other chapters reinforce the main topics covered and how they fit within the wider context of services marketing to improve overall understanding of the subject Expanded coverage of key topics such as service dominant logic servicescapes and the use of social media explore the latest theory and practice Reflects the importance of marketing for public services and not for profit organizations Includes new chapters on service systems and the experiential aspects of service consumption

Active Training Melvin L. Silberman, Elaine Biech, 2015-05-04 The all time bestselling training handbook updated for new technologies and roles Active Training turns instructional design on its head by shifting the emphasis away from the instructor and on to the learner Comprehensively updated to reflect the many developments in the field this new fourth edition covers the latest technologies and applications the evolving role of the trainer and how new business realities impact training advancing new evidence based best practices for new trainer tasks skills and knowledge Up to date theory and research inform the practical tips and techniques that fully engage learners and help them get the most out of sessions while updated workplace examples and revised templates and worksheets help bring these techniques into the classroom quickly You ll gain insight into improving training evaluation by using Return on Expectations ROE learn how to extend the value of training programs through transfer of learning and develop fresh engaging methods that incorporate state of the art applications Active Training designs offer just the right amount of content the right balance of affective behavioral and cognitive learning a variety of approaches real life problem solving gradual skill building and engaging delivery that uses the participants expertise as a foundation for learning This book is the classic guide to employing Active Training methods effectively and appropriately for almost any topic Learn how the trainer s role has changed Engage learners through any training delivery method Inspire collaboration and innovation through application Overcome the challenges trainers face in the new business environment Active Training methods make training sessions fun engaging relevant and most importantly effective Participants become enthusiastic about the material and view sessions as interesting challenges rather than as means to fulfill requirements To bring these widely endorsed methods into your training repertoire Active Training is the complete practical handbook you need

Mid-continent Banker ,1985-12 **Customer Service** Robert W. Lucas, 2002

Relationship Marketing: A broad church : conceptual and theoretical development in relationship marketing John Egan, Michael Harker, 2005 With classic and contemporary writings from influential figures in the field this work explores the theory and practice of relationship marketing

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Bank Customer Service Role Playing Scripts Book Review: Unveiling the Magic of Language

In a digital era where connections and knowledge reign supreme, the enchanting power of language has been apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is truly remarkable. This extraordinary book, aptly titled "**Bank Customer Service Role Playing Scripts**," written by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we shall delve to the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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