



## Learning Activity 11–9: Customer Service Practice

### OBJECTIVE

The objective of this learning activity is to

- ♦ practice the steps of resolving customer challenges.



### MATERIALS

For this activity, you will need

- ♦ Training Instrument 12–8: Customer Service, one copy for each learner
- ♦ Tool 12–8: Customer Service Formula, one copy for each learner.

### TIME

- ♦ 25 minutes

### INSTRUCTIONS

1. Divide the class into three groups.
2. Distribute copies of Training Instrument 12–8 and Tool 12–8.
3. Assign one of the customer service scenarios to each group.
4. Each group will create a five-minute presentation showing how they would handle this scenario. Allow them five minutes for this process.
5. The groups will then present their best ideas for how to handle this situation by simulating the situation. (If you have additional time and a group that is very interactive, you can offer them the option of showing the wrong way and then the right way to handle the situation. This can help loosen up a group that's less interactive. Besides, it's just funny . . . )
6. Conduct the exercise. Remind the participants to take notes of phrases they like, methods they think are effective, and any other notes on the Training Instrument.

7. After each presentation, conduct a debriefing discussion, using the questions provided.

***DISCUSSION QUESTIONS FOR DEBRIEFING***

- ♦ What methods did you see that you liked in this presentation?
- ♦ Do you have any other ideas that might work in a situation like this?