# Review Activities

# Chapter 10: Meeting the Customer’s Expectations

For each chapter in Job Savvy, students have received **Workbook Activities** and margin activities with **Activities Supplements**. Students have direct access to these activities in the print and ebook workbook. As instructors, you may choose to assign the following **Review Activities** to help students review the content they have learned and practiced, and to evaluate student comprehension.

The man at the back table is signaling for a refill on his coffee. The toddler at table five just spilled her milk. And a whole busload of teenagers just headed for the remaining tables in your section. Satisfying customers is not an easy job. In fact, customers can be a real pain; but customers are necessary if a business is going to be successful.

It’s important for your students to understand the need for good customer service. They must realize that businesses need customers in order to make a profit and to remain in business. Businesses without customers simply do not exist.

## Review Activity: Make two lists, one titled *Nuisance* and the other *Necessity*.

Have students form small groups. Each group should make two lists using the headings *Nuisance* and *Necessity.* Under *Nuisance,* the group brainstorms a list of ways customers can cause interruptions in completing a job. Under *Necessity,* brainstorm a list of ways customers are important to the worker. Share the groups’ lists in the class session.

## Review Activity: Providing Good Customer Service

Divide the class into groups of three or four. Ask each group to write a short skit involving customers and employees serving the public. They can choose any type of organization, from a drugstore to a social-service agency. They may include both poor and good service. They may even create props and costumes. Allow time for the groups to plan their skits during the session.

Have each group present its skit to the entire class. Ask the other groups to list the types of good and poor service they observe during the skits. Was any extra service given? How did customers react?

## Review Activity: Role Play Customer Service on the Phone and Online

Have trainees role play the following scenes. One person may be the telephone/online customer, and one may be the worker. A second customer in the business could be introduced. Your students should deal with the following questions:

* How will you greet the customer?
* What will you do next?
* What will you do to indicate you are listening to the customer?
* How will you explain your solution to the customer’s problem?
* What action will you take?

Consider the following role-playing scenes:

* ***Scene 1:*** The employee works in a book store. A customer has called asking whether the store has a copy of *Survive on Your Job.* The employee needs to check the store’s inventory.
* ***Scene 2:*** The employee is a receptionist in a styling salon. The customer on the phone is having problems rescheduling an appointment. The second line has rung four times.
* ***Scene 3:*** The employee works in a clothing store. A customer calls wanting to know whether the store still has a size 44 plaid sports coat he saw last weekend. The sports coats are on the other side of the store.
* ***Scene 4:*** You work for Anne’s Mail-Order Service. The customer calling says that she was sent blue towels. She ordered white towels.
* ***Scene 5:*** You work for Stuart’s Fashionable Men Store. The customer calling says that he did not receive the sale price on the suit he purchased yesterday.
* ***Scene: 6:*** You work for Money Bank. A customer calls to say that a deposit made last week is not recorded in her checking account.
* ***Scene: 7*** You work for Blazer University Library in the reference area. The main switchboard has transferred a call to your reference desk. The caller has a reference question.
* ***Scene 8:*** You are the receptionist at WQYZ AM, 1120, “The Listener’s Station.” A listener has called in to speak with the on-air DJ.
* ***Scene 9:*** You work in the service department at Byte Computers. The receptionist has transferred a call to your department.

## Review Activities: Guest Speaker

Ask a person who works in retail customer service, a phone center, or online to address the group. Have the class prepare questions in advance. Here are some examples:

* How do you handle angry customers?
* What is the most common complaint you hear from customers?
* What is your company’s policy for dealing with customer complaints?
* What was your most difficult customer-service experience? How did you handle it?
* What is your training background?