

## Attachment: <The difficult customer>

Number of methodological Tool	EUPANEXT_LO_100_M_001_Att_1
Work Area Code and Title	WA17-Business Environment
Unit Code and Title	3.35 Present a positive image of self and the organisation through adaptation of behavior

### SCENARIO:

A customer bought a new camera and he tried to capture photos from a moving train. As expected, the photos came out blurry. The customer believes the product is defective and s/he demands a refund. The company's policy is to give refund **ONLY** for defective products.

#### 1<sup>st</sup> Approach: The WRONG WAY

The role play starts with this dialogue and then the actors can improvise

Customer [in a loud tone]: I bought this stupid camera and the smart ass who sold it to me said it's great, but the photos I took from the train came out blurry. I demand a refund!

Customer service representative [sarcastically]: Yeah, like it was going to take clear pictures from a MOVING TRAIN! No way you are getting a refund. The camera's fine!

[participants continue]

#### 2<sup>nd</sup> Approach: The RIGHT WAY

Customer [in a loud tone]: I bought this stupid camera and the smart ass who sold it to me said it's great, but the photos I took from the train came out blurry. I demand a refund!

Customer service representative [CALMLY]: I understand your frustration Sir, but can you please calm down and tell me what happened?

[participants continue]