

SkillsUSA 2014 Contest Projects

Customer Service

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2014 SkillsUSA
National Conference Customer
Customer Service Contest

Fredrick's Furniture Outlet

"Fair Prices and Fair Deals"

June 27th, 2014

Owner: Francis Fredrick III
4750 Jackson County Blvd
Kansas City, Mo 64112
816-200-0000

Fredrick's Furniture Outlet is the largest home furnishing store in the Midwest selling furniture, flooring, appliances and electronics. This Furnishing Empire was founded in 1967 by Francis Fredrick, universally known as "Fast Freddy", in Northern Kansas City, Missouri. As the story goes it was a used furniture store that Francis Fredrick had won on a bet and later with his vision and entrepreneurial spirit expanded the business into the largest Midwest furniture distributor. Under the motto "fair prices and fair deals" he worked in the business until age 92. In 2002 the business was taken over by his grandson (Francis Fredrick III) and remains the top selling home furnishing business.

Fredrick's Furniture Outlet (FFO) currently employs 2400 employees. Presently FFO has three stores in the Midwest located in Kansas, Missouri and Iowa. FFO also has its own store credit card and toll free customer service line. The customer service line is open from 8:00am – Midnight CST. The owner Francis Fredrick III oversees the overall operations (both strategic and financial) of the company. Jason Cavanaugh is the Regional Manager, who manages all three sites. Rita Hawthorne is the Store Manager for Kansas City, Mo. Tom Prince and Jessica Elsworth are the two Assistant Managers for the Kansas City site. Eighteen Sales people handle the retail areas of Bedroom, Dining room, Living room, Kitchen, Bathroom, Electronics and Flooring. Twenty Cashiers handle the check out volume. Four Return Specialist handle product exchange or reimbursement. Two Guest Relations Specialist handle in-store questions about store navigation, department inquiries, deliveries and directing calls appropriately. Sandy Mclean and you (Mr. or Ms. Contestant) are Guest Relations Specialists. Sandy however, is part time and only works on Mondays and Thursdays (due to increased volume on those days), whereas you're fulltime and work Monday through Friday. Sandy and your roles and responsibilities are as follows:

- Provide professional and courteous customer service to all customers
- Answer and direct all incoming telephone calls to the appropriate company contact or toll free customer service line and use the company name Fredrick's Furniture Outlet
- Be knowledgeable on company policies and guarantees
- Provide/answer general service related inquiries (i.e. complaints, credit card application, deliveries and in store navigation support)
- Document and report all delivery delays
- Document and report all customer related service complaints/escalations to the Assistant Manager and Site Manager

Attached for your review are the newly updated company policies, procedures and pricing. Please review, and familiarize yourself to ensure all Fredrick's Furniture Outlet employees are providing the best possible customer service and are accurately informed on company polices and procedures. Remember "*Fair Prices and Fair Deals ensures everyone has Fine Home Furnishings!*"

Setting for Skills Demonstration: Assume that it is 8 a.m. and you have just opened the Guest Relations Counter for business.

Fredrick's Furniture Outlet Guest Relations Policies and Procedures

Hours and Appointments:

FFO takes store credit card applications directly at the Guest Relations Desk between 8am to 5pm CST. All applications are subject to credit approval; which is generally determined within 20 minutes of the form completion. All applicants must be present in the store with a Valid Government issued ID at the time of the application process. No phone applications are accepted. All customers calling in to inquire about our credit card application should be directed to their nearest store location to do so.

Home deliveries are scheduled Monday through Saturday 9 a.m. to 7 p.m. No deliveries are schedule on Sunday. Customers will receive a call one hour before to confirm arrival and that the driver is in route. If the customer is unavailable for the initial call the driver will make a secondary attempt to contact within 30 minutes. If no one answers or is unavailable at home upon delivery; the driver will leave a note on their door that an attempted delivery was made and that their shipment has been returned to the warehouse. Please note a \$50 reshipment fee will apply in these instances. In certain escalated situations this fee can be waived. Guest Relations will be given empowerment to make this decision.

We require 24 hour notice of cancellation and reschedule notification to avoid this reshipment fee. Cancellations received within 24 hours can also be scheduled for redelivery within two days (treated like a shipment for a new order). If a customer is being rescheduled for delivery without the proper notification; we will do our best to get the customer scheduled within the next open available appointment within 5 days of the original shipment date. No shorter time frame can be guaranteed in this scenario. Repeat cancellations and reschedules will be escalated to the Assistant Manager and Site Manager to review on a case by case basis.

Stores Hours:

Mon-Saturday: 8 a.m. to 9 p.m. CST

Toil Free Store Credit Card Customer Care Hours:

Mon- Saturday 8 a.m. to Midnight CST

Delivery and Rescheduled Delivery Policy:

All customers must present their receipt of purchase (invoice) at the Guest Relations Desk to schedule delivery. Rescheduled Deliveries must follow the same process with the exception that the reshipment fee and extended delivery time frames apply. At the time of receipt someone 18 years or older must be present. No exception will be provided; this necessary procedure is in place to protect our drivers and customers. All drivers are insured and have undergone background and drug screening. All pathways and routes to the furnishings destination within the home must be cleared prior to delivery. Drivers will pad each delivery with a moving blanket to safe guard against product and home structural damage. Drivers will require a proof of delivery form to be signed prior to leaving. We attempt to schedule all new order deliveries within 1 to 2 days of purchase. We reserve these date segments for our new orders unless the

maximum delivery threshold is reached. This Delivery Schedule will be updated to reflect open availability for new orders and reshipments.

FFO Credit Card Application and Policy:

All applicants must be 18 years of age or older. All applications must be completed in full and submitted to the Guest Relations Desk. Purchasing with our Credit Card entitles the customer to have 6 months free financing. At the end of the 6 months the purchases are subject to our normal APR of 18%. Guest Relations is in charge of application processing and inquiries about the applications only. Any questions regarding the terms and conditions of the FFO credit card should be directed to our toll free Credit Card Customer Service line.

Interoffice Memo

Date: 6/26/14

To: M. Contestant, (Guest Relation Specialist)

From: Jason Cavanaugh

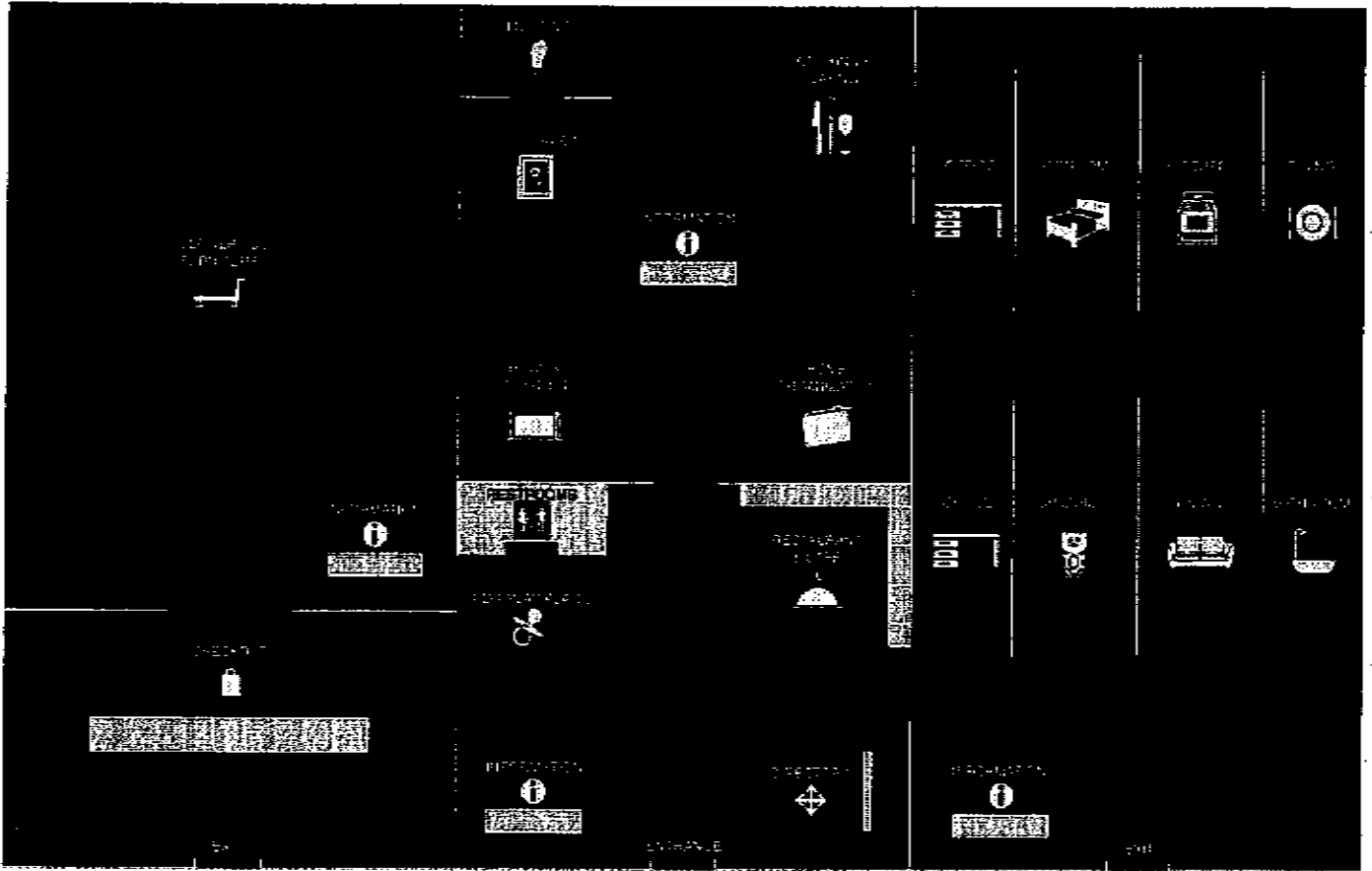
RE: Urgent- Thursday June 26th, 2014

M. Contestant,

Today should be an interesting day! Both Tom and Jessica are out of the office for the rest of the week attending a training session for our future online FFO retail website. Rita is in Kansas City volunteering at SkillsUSA and Sandy called out sick with a 24 hour stomach virus. I'm will not be in the office for the majority of the day today, as I will be performing Rita's purchasing assignments. I will however, be back in the office later today around 5pm to review any customer escalations that are still pending and cancellations of reshipment logs. Please know you are considered the face of our company; please handle all walk in customers the right away. If you receive a call please direct the call to the correct department as quickly as possible or ask that they hold so you can assist your face to face customers. You will receive a lot of walk in traffic asking for directions. Please offer them the directions or the map to assist them. We have seen a surge in applications for our stores credit card due to the 6 month free financing offer. Please help your customers fill out the applications. In addition due to the upcoming holiday we have seen an increase with purchasing; which will inevitably lead to a lot of delivery requests within the next two days. I've left you a map of the store layout, credit card application, delivery forms, delivery schedules and escalation log.

-Jason

Store Lay Out



Fredrick's Furniture Outlet Credit Card Application

Name:
Billing Address:
City:
State:
Occupation:
Job Title:
Employment Dates:
Bank:
Account Number:

Note: All purchases made with this Credit Card are financed (not for 6 months) from date of purchase. After your card will be subject to normal APR.

Annual Percentage Rate (APR) for Purchases	18%
How to Avoid Paying Interest	Your Payment Due Date is at least 21 days after the close of each billing cycle. We will not charge you interest on purchases if you pay your entire balance on or before the Payment Due Date each month.
For Credit Card Tips from the Federal Reserve Board	To learn more about factors to consider when applying for or using a credit card, visit the website of the Federal Reserve Board at www.federalreserve.gov/creditcard .
Penalty Fees	
Late Payment	Up to \$25
Returned Payment	Up to \$25
Signature: _____	

Contact List

Fredrick's Furniture Outlet

4750 Jackson County Blvd

Kansas City, Mo 64112

Store# 816-200-0000

FFO Toll Free Credit Card Customer Service

800-999-9999

Francis Fredrick III, Owner

816-111-1111

Jason Cavanaugh, Regional Manager

913-222-2222

Rita Hawthorne, Site Manager

816-333-3333

Tom Prince, Assistant Manager

816-444-4444

Jessica Elsworth, Assistant Manager

913-000-0000

Delivery Form

ORDER NO. (2 of 4)

INVOICE NO.	ORDER DATE	ORDER NO.	ORDERED BY	DEL. DATE	DEL. YR.	ADVICE NOTE

NO.	QTY ORD.	QTY DEL.	PRODUCT DESCRIPTION
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			

Customer Signature _____

Print Name _____

Date _____

9-10am	Reserved for New Orders	Reserved for New Orders	No Deliveries	Scheduled Delivery Max Achieved
10-11am	Scheduled Delivery Max Achieved	Reserved for New Orders	No Deliveries	Scheduled Delivery Max Achieved
11-12pm	Reserved for New Orders	Reserved for New Orders	No Deliveries	Scheduled Delivery Max Achieved
12-1pm	Reserved for New Orders	Reserved for New Orders	No Deliveries	Scheduled Delivery Max Achieved
1-2pm	Reserved for New Orders	Reserved for New Orders	No Deliveries	Scheduled Delivery Max Achieved
2-3pm	Reserved for New Orders	Scheduled Delivery Max Achieved	No Deliveries	Scheduled Delivery Max Achieved
3-4pm	Reserved for New Orders	Scheduled Delivery Max Achieved	No Deliveries	Scheduled Delivery Max Achieved
4-5pm	Reserved for New Orders	Reserved for New Orders	No Deliveries	Scheduled Delivery Max Achieved
5-6pm	Reserved for New Orders	Reserved for New Orders	No Deliveries	Scheduled Delivery Max Achieved
6-7pm	Reserved for New Orders	Reserved for New Orders	No Deliveries	Scheduled Delivery Max Achieved
9-10am	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	HOLIDAY NO DELIVERIES
10-11am	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	HOLIDAY NO DELIVERIES
11-12pm	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	HOLIDAY NO DELIVERIES
12-1pm	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	HOLIDAY NO DELIVERIES
1-2pm	Scheduled Delivery Max Achieved		Scheduled Delivery Max Achieved	HOLIDAY NO DELIVERIES
2-3pm	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	HOLIDAY NO DELIVERIES
3-4pm	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	HOLIDAY NO DELIVERIES
4-5pm	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	HOLIDAY NO DELIVERIES
5-6pm	Scheduled Delivery Max Achieved			HOLIDAY NO DELIVERIES
6-7pm	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	Scheduled Delivery Max Achieved	HOLIDAY NO DELIVERIES

Escalation Log

- i. Name :
- ii. Address:
- iii. Phone Number: ()- -
- iv. Escalation Reason:

Escalation Log

- v. Name :
- vi. Address:
- vii. Phone Number: ()- -
- viii. Escalation Reason:

Escalation Log

- i. Name :
- ii. Address:
- iii. Phone Number: ()- -
- iv. Escalation Reason:

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Good Samaritan Youth Development

June 26th, 2014

Good Samaritan Youth Development
900 Any Town Rd
Kansas City, MO 64111

Dear Team Member,

Congratulations you are the newest member of Good Samaritan Youth Development. We are thrilled to have you as part of the Team. Please take a moment and review the history of our organization.

Florence Dominguez founded Good Samaritan Youth Development in 1932.

When the Wall Street stock market crashed in October 1929, the world economy was plunged into the Great Depression. By the winter of 1932, America was in the depths of the greatest economic depression in its history. During this time many were in search of work; which left their children without proper care

Twenty-three year-old Florence Dominguez, a Socialite turned Activist, was troubled by what she saw. She recognized many Adults would need to join the work force and leave their children at home unattended. She with eight friends joined together to organize the Good Samaritan Youth Development. To offer parents an economical option for care and children a place of refuge.

Fast forward to present day. Good Samaritan Youth Development operates in all 50 states and offers child care assistance to 50,000 parents and 70,000+ children.

Good Samaritan Youth Development provides affordable child care to children ranging from 6 to 15 years of age. Our organization offers developmental courses and activities to heighten learning and integrity. All children have great potential. At Good Samaritan Youth Development we work hard every day to ensure that each child in our care is part of a safe and enriching educational environment. As a Team Member you have the responsibility to mentor, nurture and care for our wards. You will need to treat each family with respect and build solid relationships. You will need to be mindful of budgetary needs and treat each account confidentially. Your role is pivotal to Good Samaritan Youth Development to ensure we continue our mission of building tomorrows future.

You will be joining our team that helps support before and after school child care registration. At the registration desk you will be performing the following duties:

- Provide friendly, polite, professional, and engaged service to all of our registering families.
- Assist with general questions about registration and pricing
- Assist with finding programs based on the families location
- Assist with registration and payments
- Assist with cancelation and refunds.
- Assist with all direct walk in business and phone calls.

Attached is our organizations registration process and refund policy. Please review prior to your first shift to better assist you in your role as Customer Service representative. Once again, we are happy to have you join Good Samaritan Youth Development.

Sincerely,

Human Resources

Good Samaritan Youth Development

Registration and Refund Policy

Good Samaritan Youth Development

Good Samaritan Youth Development offers before and after school care programs for the following school districts- Jackson and Donavon Counties. Each Program will be facilitated at the school location of the registering child. We require the registration form to be filled out, signed, and returned two weeks prior to the first day of school. Parents or Guardians must present a valid photo ID when registering their child. Late receipt of registration forms will be considered for the next school season or if an opening becomes available at one of the supported school districts. If a parent chooses to remove their child from one of our before or after school programs and desires a refund for any pre-paid care; they must notify our organization one week prior to removing their child. Notification may be done in writing or by email. Any days missed from one of our programs must be notified to our organization one hour before the start time. Absences from our program are not considered for a refund; unless it is our organization that closed for the day due to inclement weather. If our program closes due to bad weather the amount of the refund for that day will be measured on the percent of that week's payment.

The following information should be disclosed to registering families.

- Before and After School Program Hours: 7am-8:30 am and 3:30-5:00 pm CT.
- The following zip codes are for our programs in Jackson County School District: 64111, 64112 & 64113
- Jackson County School Districts first day of School is August 25th 2014
- The following zip codes are for our programs in Donavon County School District: 64115,64116 and 64117
- Donavon County School Districts first day of School is Sept 1st 2014
- Two Good Samaritan Youth Development Care Providers are present during each program
- Parent or Guardian must sign their child in and out each day of the program
- Parent or Guardian must present a valid photo ID when picking up their child
- Parent or Guardian must come to sign their child out for the day 10 minutes before the program close time
- If cancelling provide email or address found below to send formal cancellation request

Main Office Hours:

Mon-Friday: 6:30 am to 7pm

Store Address, Phone Number And Email:

Good Samaritan Youth Development

900 Any Town Rd

Kansas City, MO 64111

816-888-8888

registration@gsyd.com

Interoffice Memo

Date: 6/26/14

To: M. Contestant, Team Member Customer Service

From: Marilyn Wilhouse, Director of Programs

RE: Welcome to Good Samaritan Youth Development

Welcome to Good Samaritan Youth Development! We're happy to have you join the team. My apologies for not being present at the start of your shift today, I have to attend an emergency managers meeting here at main office location due to our online website having server connectivity issues. Not to worry however, the office business volume isn't heavy between the hours of 7am to 9 am.

Attached are the registration forms. Registration forms and payment arrangements have to be completely filled out in order to be eligible. If you receive a walk in Parent/Guardian inquiring about registration; please make certain they are provided the registration form as quickly as possible. Dead line for the Early Bird registration discount has passed. Eligibly for the discount ended May 31st 2014 and would have required the completed registration form returned to our office by this date.

You've been previously provided our organizations registration, program dates/hours, and refund policy. Please note we expect our Customer Service Team Members to provide outstanding service to all of our registering families. Good Samaritan Youth Development has been in business for more than 80 years. Our trademark is friendly service, knowledgeable staff and a pristine child care record. These qualities make us stand out from our competitors. I have full confidence you will be able to fit this mold of customer service excellence.

Good Luck and welcome to Good Samaritan Youth Development!

-Marilyn

Good Samaritan Development Registration Form 2014 – 2015 School Year

(Please complete one form per child)

Child's Name _____ Gender _____ M _____ F
 Address _____
 City _____ State _____ Zip _____
 Date of Birth _____ Home Phone # _____
 Preferred Contact # _____ Preferred Contact E-mail _____
Mother/Guardian's Name _____ Date of Birth _____
 Home Address _____
 Home/Cell # _____ E-mail Address _____
 Employed By _____ Work Address _____
 Work Phone _____ Work E-mail Address _____
Father/Guardian's Name _____ Date of Birth _____
 Home Address _____
 Home/Cell # _____ E-mail Address _____
 Employed By _____ Work Address _____
 Work Phone _____ Work E-mail Address _____

School Site _____ Grade _____
 Requested Start Date _____
 Days Attending: M T W TH F Session: AM* PM AM & PM*
 *Incarnate Word Only

Does your child have a:
 Custodial Agreement Yes No Must submit on first day of school
 **Individual Education Plan Yes No
 **Behavioral Management Plan Yes No
 Chronic / Severe Health Condition Yes No Must submit on first day of school (Asthma, Diabetic, etc.)
 ** Must submit a current IEP/BMP/504 and DHSS Individual Plan for Specialized Care with this registration form and complete the Inclusion information forms (available on our website or at the GOOD SAMARITAN YOUTH DEVELOPMENT front desk) to residing Team Member before program participation is authorized. **Registration will NOT be considered final until all required processes have been met.** Although every effort is made to provide reasonable accommodations, there may be instances where a child's needs may exceed the parameters of the scope of our program. Contact a Team Member by phone at 816-888-8888 x 111 or by Fax at 816-999-9999

***Please complete payment information to complete registration**

Monthly Payment Options Select One

Check or Money Order- Payments may be dropped off at or mailed to the Good Samaritan Youth Development 900 Any Town Rd. Kansas City, Mo. 64111
 Online banking- Please add your member number to the subject line and have the bank mail payment to Good Samaritan Youth Development 900 Any Town Rd. Kansas City, Mo. 64111
 Website pay- Visit our website at www.goodsamaritanyouthdevelopment.org Click program schedules, online registration and log in. To create a user ID you will use your email address as your ID and your member number for creating a password.
 Electronic Drafting from Debit or Credit Card
 Mastercard Visa Discover American Express Card issuer _____
 Registration fees only
 Registration and Monthly fees
 For *electronic drafting only*, your monthly fee may be drafted on the
 1st of each month 1st & 15th of each month
 Account # _____ Expiration date _____
 Name as it appears on account _____

Payment Policies
 Payments are due by the 1st of each month with a 2 day grace period. August Fees are due the first day of school.

