

2013 SkillsUSA
National Conference Customer
Customer Service Contest

Home Good Discount Warehouse

June 26th, 2013
Home Goods Discount Warehouse
2456 Kansas City Boulevard
Kansas City, MO 64110

Dear Employee,

Welcome to Home Goods Discount Warehouse. We are excited that you decided to join our Customer Service Department. We would like to take this opportunity to tell you a little bit about the history of Home Goods Discount Warehouse.

Founded in 1966, by Richard Goods Sr., originally operating as Home Goods General Store, located in the heart of downtown Kansas City. In 1981, a fire destroyed the downtown store, causing Home Goods General Store to make a tough decision. What could have spelled out the end was actually a big learning experience, and eventually the "Superstore" concept was born along with a rebranding of the company business name to Home Good Discount Warehouse. In 1989 Home Goods Discount Warehouse expanded to open two more additional stores. These stores were known as concept stores. They were fun and interactive providing the customer with product demos, and hands on experience with new merchandise. In 1996, Home Goods Discount Warehouse revamped again and launched an SOP-Standard Operating Platform to help its store run smarter and more efficiently, along with opening 2 more new stores statewide.

Today Home Goods Discount Warehouse is the largest volume specialty retailer of consumer electronics, personal computers, entertainment software and appliances in the state of Missouri outselling and out performing major nationwide big box stores. Headquarter in Kansas City; Home Goods Discount Warehouse currently operates retail 10 retail stores statewide and is on track to open three new stores by fall spring of 2014.

Home Goods Discount Warehouse provides customer an extensive selection of affordable, easy-to-use technology and entertaining products that improve their time in a fun, informative and no-pressure shopping environment, while maximizing the company's profitability. As a Customer Service representative you have the responsibility to treat our customers fairly, communicate in a respectful and helpful manner, provide prompt and accurate customer service, protect our customer's privacy and service our customers with integrity. As the largest specialty in Missouri it is Home Goods Discount Warehouse goal to continue to be retailer of choice for Missourians, and to expand our presence to future customers. Your role as a Customer Service representative is pivotal to Home Goods Discount Warehouse achieving this objective.

You will be joining our team of 10 customer service representative that help support both our customers and team of 50 store associates by assisting the Customer Service department service counter for Home Goods Discount Warehouse –Kansas City Boulevard. At the customer service counter you will be performing the following duties:

- Provide professional, and friendly customer services to all customers
- Assist with general store or product related inquires
- Assist with in-store pick-up for on-line purchases
- Assist with customer product returns
- Assist with check-out overflow

Attached for your review is our store return policy and in-store pick-up process for online purchases. 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 the Home Goods Discount Warehouse.

Sincerely,

Human Resources

Home Goods Discount Warehouse

Store Return & Exchange Policy:

Home Goods Discount Warehouse requires the original receipt, gift receipt or packing slip for all returns and exchanges. Customer must present a valid photo ID when return item as well. Unopened items are able to be return for full refund within 15 days of purchase. Unopened items return after 15 days can be return for an exchange only. Open products are only valid for exchanges only. Products cannot be return/exchanged outside of 30 days.

The following items are not returnable/exchangeable:

- Ink/Toners cartridges that have had their factory sealed packaging opened
- Items that have been damaged or abused
- Items that are missing accessories such as remote controls, cords 3-Day glasses, or cables
- Personalized items
- Opened computer software, movies, music and video games exchanged for identical item but cannot be returned for a refund
- Downloadable digital content
- Some prepaid cards, digital subscriptions or services

In-store Online Purchase Pick-up:

Home Goods Discount Warehouse requires customer to present confirmation of online purchase, along with valid photo ID, and Credit or Debit payment method when picking-up online purchase. Products will not be released without required documentation, valid photo ID and payment method.

Clearance items:

Clearance items are not returnable, or exchange able. All sales are finals on clearance items.

Online promotional events and sales:

Online promotional events and sales are specific to online purchases only; in-store product is applicable to online promotional events and sales.

Price matching:

Home Goods Discount Warehouse will price match competitors price and provide an additional 10% discount. Customer must provide proof of competitor prices in the form of valid receipt (price must be within seven days of purchase) or competitor advertisement.

Store Hours:

Mon-Friday: 8am to 8pm

Sat: 10am to 8pm

Sun: 11am to 7pm

Store Address and Phone Number:

2456 Kansas City Boulevard
Kansas City, MO 64110
816-555-2013

Interoffice Memo

Date: 6/26/12

To: M. Contestant, Customer Service Representative

From: Roger Willard, Customer Service Manager

RE: Welcome to Home Goods Discount Warehouse

Welcome to Home Goods Discount Warehouse! 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 manager meetings here at the store due to our online website having transaction and server connectivity issues. Not to worry however, the store traffic is traditionally slow between the hours of 8am to 10 am.

Attached are today's in-store pickups for online purchase. Items have been tagged with customer confirmation number. In the event you're unable to locate the product, please complete a "Product Inquiry" from for our inventory to locate product and process the order. Inventory dept. pulls product at night, for the following business day. Products are normally located within 24-48 hours

You've been previously provided our store return refunds/exchange policy as well as our in-store online pick-up process details. Please note we empower our Customer Service representatives to resolve any customer services issues related to refunds, exchanges, and/or in-store pick-up by offering alternative service solutions in the form of refunds, replacements, or gift certificates. All given service solution offerings are monitored and tracked to ensure that this was the best possible solution to the customer service.

I'm confident with your past customer service experience you will able to assist our customers, and manage the Customer Service department counter while I'm I attend the meeting. Good Luck and welcome to Home Goods Discount Warehouse!

-Roger

Home Goods Discount Warehouse

Product Inquiry Form

<u>Name:</u>							
<u>Confirmation Number:</u>							
<u>Contact Number:</u>				Home		Cell	
<u>Contact Email:</u>							
<u>Product Industry:</u>		Appliances		Consumer Electronics		Home Office	Other:
Product Description:				Product Brand:			
Special Instruction:							

Home Goods Discount Warehouse

In-Store Pick-Up for Online Purchases

Name: Caroline Hunter

Confirmation Number: ONLN626KCBLVD1

Product: Computer Desktop		Brand: Gateway							
Industry:	<input type="checkbox"/>	Appliances	<input type="checkbox"/>	Consumer Electronics	<input checked="" type="checkbox"/>	Home Office	<input type="checkbox"/>	Other:	<input type="checkbox"/>
Pick-Up Date: 6/26/13		Pick-Up Time: 11:30		Special Instructions:					
Payment Method:		Debit:		Credit: VISA processed 6/24/12					
Valid ID	<input type="checkbox"/>	Customer Name (Print):			Customer Signature:				

Home Goods Discount Warehouse

In-Store Pick-Up for Online Purchases

Name: Maxine Shea

Confirmation Number: ONLN626KCBLVD2

Product: MP3 Player		Brand: Zume						
Industry:		Appliances	X	Consumer Electronics		Home Office		Other:
Pick-Up Date: 6/26/13		Pick-Up Time: 10 am		Special Instructions: Please package without price, item is gift.				
Payment Method:		Debit: VISA, processed 6/25/13		Credit:				
Valid ID		Customer Name (Print):		Customer Signature:				

Home Goods Discount Warehouse

In-Store Pick-Up for Online Purchases

Name: John Dawson

Confirmation Number: ONLN626KCBLVD3

Product: Home Laundry Washer		Brand: General Electric						
Industry:	<input checked="" type="checkbox"/>	Appliances	<input type="checkbox"/>	Consumer Electronics	<input type="checkbox"/>	Home Office	<input type="checkbox"/>	Other:
Pick-Up Date: 6/26/13		Pick-Up Time: Noon		Special Instructions: Customer will pick-up from loading dock. Bulky item.				
Payment Method:		Debit:		Credit: MasterCard, processed 6/24/13				
Valid ID	<input type="checkbox"/>	Customer Name (Print):			Customer Signature:			

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Quality Repair Service and Installation

"Quality Service First"

June 27th, 2013

Owner: Wesley Morris

5200 Main St

Shawnee, KS 66333

435-1000

Quality Repair Service and Installation is a residential service and installation company that specializes in appliances and consumer electronics. Founded in 1995 by Wesley Morris, Quality Repair Service and Installation initially began as Service Repair Company, but latter expanded to installations in the year 2000. In addition to expanding services, Quality Repair Service and Installations increased their service coverage to the Greater Shawnee area, specifically Bonner Springs, Desoto, Olathe, and Shawnee. For over 18 years Quality Repair Services and Installations has been the number one service provider in the Greater Shawnee area, known for its fantastic customer service, fair and honest pricing, and most importantly its industry leading service and service guarantee.

Quality Repair Service and Installation employs 25 employees, the owner Wesley Morris oversees the overall operations (both strategic and financial) of the company. Jack Hall is the Service Repair and Installation Manager, who manages a team of 21, consisting of 10 Service Repair and 10 Installation Specialist and one Assistant Service Repair and Installation Manager, Marc Reed. There are seven Repair specialists, who service both appliances and consumer electronics and are manufactured trained and authorized for major manufactures such as General Electric, LG, Maytag, Mitsubishi, Samsung, Sony, Toshiba, and Whirlpool. As well as three Installation specialists who primarily install appliances, home theatre systems, and televisions. In addition to assisting Jack, Marc orders all parts and accessories necessary for repairs and installation. Angel Harris is the Schedule and Dispatch supervisor; she maintains the schedule for both service repairs and installations. Jessica Moore and you (Mr. or Ms. Contestant) are Customer Service Specialists. Jessica however, is part time and only works on Mondays and Fridays (due to increase volume on those days), whereas you're fulltime and work Monday through Friday. Jessica and your roles and responsibilities are the following:

- Provide professional and courteous customer service to all customers
- Answer and direct all incoming telephone calls to the appropriate company contact
- Be knowledgeable on company policies and guarantees
- Provide/answer general service related inquires (i.e. estimates, and guarantees)
- Document and report all service and installation event request to the Schedule and Dispatch Supervisor for scheduling and confirmation
- Document and report all customer related service complaints/escalations to the Assistant Service and Installation Manager

Attached for your review are the newly updated company policies, procedures and pricing. Please review, and familiarize yourself to ensure all Quality Repair Service and Installation employees are providing the best possible customer service and are accurately informed on company polices an procedures. Remember *"Quality Service First"*!

Setting for Skills Demonstration:

Assume that it is 8 a.m. and you have just opened the office for business.

Quality Repair Service and Installation Policies and Procedures

Hours and Appointments:

Service calls and installations are scheduled Monday through Friday 8 a.m. to 5 p.m. Emergency appliance repairs are available for Saturday appointments between the hours of 8 a.m. to noon. No installations or service calls for consumer electronics are schedule on Saturday. Customer will receive a call the day before to confirm their service event, and 30 minutes prior to advise the service technician is en route the service appointment. If the customer is unavailable or “Does Not Answer” at the schedule time the technician will provide a 15 minute courtesy wait. After 15 minutes courtesy wait have passed, a “Call Tag” will be left on the customer’s front door advising the customer to contact our office to reschedule a service call.

We require 24 hour notice of cancellation and reschedule notification. If a customer is being reschedule due to a “Call Tag” we will do our best effort to get the customer schedule within the next open available appointment. Cancellations received within less than 24 hours will be documented. Repeat cancellations and reschedule will be escalated to Assistant Service Repair and Installation Manager to review on case by case basis.

Company Hours:

Mon-Friday: 8 a.m. to 5 p.m.

Emergency Hours:

Sat- 8 a.m. to Noon; Appliance repair only

Service Policy:

At the time of service someone of 18 years or older must be present at the time of service. No exception will be provided; this necessary procedure is in place to protect our technicians and customers. All technicians are insured and have undergone background and drug screening. All service repair event products must be accessible to the technician. If the customer requires service on mounted unit, we will provide courtesy demounting.

Installation Policy:

At the time of installation someone of 18 years or older must be present at the time of installation. No exception will be provided; this necessary procedure is in place to protect our technicians and customers. All technicians are insured and have undergone background and drug screening. Installation services include install only, delivery and product discard is an additional charge. Products are picked-up for delivery Monday through Friday at 8am.

Service Guarantee:

Quality Repair Service and Installation makes every effort to schedule service events and installation at the customer’s earliest convenience and guarantees and in-home service call within five business days. In addition all service events and installations have a 30 day service guarantee. Customer satisfaction is Quality Repair Service and Installation is number ONE PRIORITY.

Interoffice Memo

Date: 6/27/12

To: M. Contestant, Customer Service Representative

From: Marc Reed

RE: **Urgent- Thursday June 27th, 2012**

M. Contestant,

Today should be an interesting day! Both Jack and Angel are out of the office for the rest of the week attending a training session for our future scheduling software. Wesley is in Kansas City volunteering at SkillsUSA and John, one of my best and busiest installers called out sick with a 24 hour stomach bug. I'm will not be in the office for the majority of the day today, as I will be performing John's installation jobs while he's out sick. I will however, be back in the office later today around 5pm to complete any pending parts orders and to review any customer escalations. I've left you a print out the remaining schedules for this week and next week's as well. Have a great day!

-Marc

Quality Repair Service and Installation:

Repair Service Pricing:

Appliance Service	
Labor	Flat rate of \$75 for all Major Appliance Repair *excluding Seal-System Repair, and Bulky Repairs (etc. Tub Replacement)
Parts	MSRP + 3% Mark-up
Seal System	Flat rate of \$200, including refrigerant
Bulky Repairs	- Defined as repair require additional technician. Flat rate of \$75, plus \$25 for additional technician per hour (max. \$100)

Consumer Electronic Service		
Labor	LCD TV	\$150 Flat Rate
	LED/LCD TV 3D	\$175 Flat Rate
	Plasma TV	\$165 Flat Rate
	Plasma TV 3D	\$175 Flat Rate
	Projection TV	\$175 Flat Rate
	TVs larger than 65" require additional technician.	
Parts	MSRP + 2% Mark-up	
Bulky Repairs	- Defined as a repair that requires require additional technician to complete service event. Flat rate of \$75.00	

Quality Repair Service and Installation

Installation Pricing:

Installations		
Major Appliance	Cooktop (Electric)	\$120.00
	Cooktop (Gas)	\$130.00
	Dishwasher	\$110.00
	Double Oven (Electric)	\$165.00
	Double Oven (Gas)	\$175.00
	Dryer (Electric)	\$120.00
	Dryer (Gas)	\$130.00
	Range (Electric)	\$135.00
	Range (Gas)	\$145.00
	Refrigerator	\$105.00
	Washer (Electric)	\$120.00
Washer (Gas)	\$130.00	
Consumer Electronics	Basic TV setup smaller than 32"	\$35.00
	Basic TV setup 32" and larger	\$45.00
	Premium TV setup smaller than 32"	\$55.00
	Premium TV setup 32" and larger	\$65.00
	Bracket TV mounting smaller than 32"	\$75.00
	Bracket TV mounting 32" and larger	\$85.00
	On-Wall TV mounting smaller than 32"	\$120.00
	On-Wall TV mounting 32" and larger	\$145.00
Product Discard	Appliance	\$35.00
	Consumer Electronics	\$25.00
Bulky Installation	- Installation for TV's larger than 60" require additional technician to complete installation. Flat rate of \$75 for additional technician.	
Delivery Charge	\$75.00	

Quality Repair Service and Installation Contact List

Wesley Morris, Owner
435-1001, Work ; 555-1424 Cell

Jack Hall, Service Repair and Installation Manager
435-1002 Work; 555-1245 Cell

Marc Reed, Service Repair and Installation Assistant Manager
435-1003 Work; 555-1246 Cell

Angel Harris, Scheduler and Dispatcher
435-1004 Work

Service Repair Technicians

Alex 555-1247 Cell

Ben 555-1248 Cell

Don 555-1249 Cell

Eric 555-1250 Cell

Jay 555-1251 Cell

Jesus 555-1252 Cell

Leon 555-1253 Cell

Mason 555-1254 Cell

Max 555-1255 Cell

Travis 555-1256 Cell

Installation Specialist

Alec 555-1257

Beau 555-1258

Dan 555-1259

John 555-1260

Karl 555-1261

Lee 555-1262

Mike 555-1263

Ray 555-1264

Rick 555-1265

Scott 555-1266

Quality Repair Service and Installation

Customer Escalation Form

Date: _____

Customer Name: _____
Last Name First Name

Customer Address: _____
Street City Zip Code

Customer Phone No. _____
Home Work/Other

Service:

Installation:

Service Schedule Date: _____

Installation Date: _____

Technician: _____

Complaint:

Customer Contacted?
Yes

No

Issue resolved?
Yes

No

Addressed Complaint with Tech
Yes

No

Reviewed by Service Repair & Installation Mgr.
Yes

No

_____ Date

Quality Repair Service and Installation

Event Request

Date: _____

Customer Name: _____
Last Name First Name

Customer Address: _____
Street City Zip Code

Customer Phone No. _____
Home Other

Service: Installation:
Does the item require pick-up/delivery?

Requested Service Schedule Date: _____ Requested Installation Schedule Date: _____

Product requiring service/installation: _____
Brand

Service:
Major Appliance
Seal System
LCD TV
LED/LCD TV 3D
Plasma TV
Plasma TV 3D
Projection TV

Bulky Repair:

Installation:
Major Appliance:
Cooktop (Electric)
Cooktop (Gas)
Dishwasher
Double Oven (Electric)
Double Oven (Gas)
Dryer (Electric)
Dryer (Gas)
Range (Electric)
Range (Gas)
Refrigerator
Washer (Electric)
Washer (Gas)

Consumer Electronics:
Basic TV setup smaller than 32"
Basic TV setup 32" and larger
Premium TV setup smaller than 32"
Premium TV setup 32" and larger
Bracket TV mounting smaller than 32"
Bracket TV mounting 32" and larger
On-Wall TV mounting smaller than 32"
On-Wall TV mounting 32" and larger

Product Discard:
Bulky Installation: