

**SKILLSUSA CUSTOMER SERVICE
ROLE PLAY
CONTESTANT INFORMATION**

- You are employed by the ABC Construction Company.
- ABC is a full service contractor with construction projects in both the residential and commercial markets.
- ABC also sells building supplies to other contractors.
- Occasionally, ABC will sell building materials to the general public by special order.
- The company prides itself in the long (37 yrs.) and involved relationship it has with the community.
- A quality product, competitive pricing and impeccable customer service are the hallmarks of ABC.
- Your job duties include answering the phone as well as assisting customers who arrive at the office in person with questions or concerns/complaints.
- Scheduling is not your area of responsibility. Also, you are not an engineer.
- You are responsible for resolving customer problems with ABC and are valued by the company for your creative solutions.
- You have the flexibility and authority to make financial adjustments up to 10% of the disputed amount. Adjustment is not to exceed \$500.00
- ABC does not accept returns of any building supplies without the authorization of the Sales Manager who issues a code number to authorize the return. Shipping of return is the responsibility of the customer. There is a 20% restocking fee. Refunds are in credit only, no cash.
- Your supervisor is a phone call away during your shift.
- There are no other Customer Service employees on duty during your shift.
- Billing and collections are handled by the Accounting Department.
- You work 40 hours/week. No overtime is required or allowed.

SKILLSUSA

CUSTOMER SERVICE COMPETITION

JUDGE ROLEPLAY SCENARIOS

1. You are an irate homeowner. ABC Construction has installed a new roof on your home. It continues to leak in spite of the fact that they have tried to fix it three times. In addition, you have purchased a custom made front door which has arrived, but you are awaiting installation by ABC. The waiting is not what has you upset, though. You are worried that their installation of the door will be as terrible as the roof. You think that you probably don't want the door anymore unless they can convince you that all will be made well. A nice touch is that it is raining today and the roof is leaking as you speak.
2. While the customer in #1 is arguing his/her case, you call on the phone. You are not angry or irate. You just want to schedule a delivery of some items which your business has purchased and needs ASAP. (you will make another call later as a different customer – see #4)
3. While the customer in #1 continues to argue his/her case, and after the phone call for scheduling has been handled, you rush in flustered. You are not very angry yet, just weary and flustered because you are a local business owner who has little time for the incompetence that you perceive. A representative of ABC was supposed to meet you at your store to give an estimate on an addition and some remodeling you want to do. The rep never showed up, and you want to find out what happened and if this is indicative of how little the company values your time.
4. While the customers in #1 and #3 continue to attempt to remedy their individual problems, caller calls to discuss over-billing. You are satisfied with the work that was done, but they have overcharged and you want the bill corrected.

***PLEASE NOTE – THIS SHEET IS VERY CONFIDENTIAL –
PLEASE DO NOT LOSE IT OR SHOW IT TO ANYONE. PLEASE
GIVE IT BACK TO ME AT THE END OF THE DAY. THANKS!***