

SkillsUSA 2011 Contest Projects

Customer Service

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CUSTOMER SERVICE SCRIPT

for judges

Contestant starts at help desk

Phone rings

Contestant: Should answer with "Tiny's Total Entertainment, name, how may I help you?"

Tanner: Let me talk to Tiny!

Contestant: Should explain who Tiny is and where the character came from and ask how they can help the caller.

Tanner: Don't know! I got this piece of junk I just bought from you and it doesn't work!

Contestant: Should ask the name of the caller and what item they purchased, to better help them.

Tanner: Tanner Simpson. It's a Sony piece of junk home system you have on sale this week. You all delivered it yesterday. I hooked it up and nothing happened."

Contestant: Should check the specials of the week sheet and see that it is the Sony 420 Watt Home Sound System and verify this information with customer.

Tanner: Yeah, it's that 420 wattless unit. So, what are you going to do about it?

Contestant: Should know from information given them that they have the authority to replace the unit with sales receipt.

Tanner: Yeah. Who's going to pay for this second one? I'm sure not going to.

Contestant: Should inform the call that the store will replace the unit free of charge.

Tanner: Well, can you get it out to me today?

Contestant: Should check the delivery schedule and tell the customer that the earliest available delivery is tomorrow at 3:00 pm.

Tanner: Tomorrow!!! I want it today!

Contestant: Should quickly explain the store's delivery procedure, without going into great detail. May give the customer the option of bringing the item to the store.

Tanner: (if given the option above) No way! I can't come all the way over there again. I think you should throw in a pair of those fancy headphones you have for all my trouble.

Contestant Number

GREETING #1

35

VOICE (Pitch, Tempo, Volume)

30

MECHANICS

15

MATURITY (in Answers to Questions)

25

DEPORTMENT (Poise, Eye Contact, Mannerisms)

20

SALESMANSHIP (Self-confidence and Persuasiveness)

30

PRESENTATION

30

ENTHUSIASM

30

Contestant: Should explain that they do not have that authority. May add that they will mention it to the manager.

Tanner: So tomorrow's the earliest I can get you to replace this piece of junk? But I'm not going to be here at that time. I don't get home from work until four, or a little after.

Contestant: Should inform customer that 5:00 delivery time is available.

Tanner: I guess that'll work. What's your manager's name?

Contestant: Should give Turner Sharp's name

Tanner: Don't forget to talk to him about the headphones.

Contestant: Should make a note for Turner

Tanner: I'll have my receipt. This new unit had better work.

Contestant: Should assure customer that it will be tested before it leaves the store and thank him for choosing Tiny's.

Tanner: We'll see. Bye.

Contestant: Should enter the delivery on the schedule sheet.

Turner Sharp (wearing wrinkled tie, shirt tail mostly out, messy hair) comes up to the desk right after the call.

Turner: I need you to watch the floor a few minutes. Kerry called in sick and I've got to run and get a bite to eat. I'll be quick and you can go get something as soon as I get back. Sam's not doing anything. See you in a few minutes.

Customers enter as Turner leaves.

Contestant. Should greet customers and welcome them to Tiny's, giving their name and possibly asking customers names.

Wilson: (volunteer name is not asked) I'm Wilson Fisherworth, and this is my wife Sandra. I'm the night desk clerk at the Philmore. We're looking for a new TV.

Contestant: Should explain that they to call someone to watch the desk then they can show them the store's selection of TVs.

Phone rings before contestant can do anything else.

Contestant: Should excuse themselves for a moment to answer the phone, again with the proper greeting.

Arlington: I'm looking for one of those plasma TVs. What do you have in stock?

Contestant: May do one of two things. Ask the caller if they can put them on hold and have Sam handle it when he gets to the desk OR ask for the caller's name.

GREETING #2

30

DEPARTMENT (Poise, Eye Contact, Mannerisms)

20

VOICE (Pitch, Tempo, Volume)

30

GREETING #3

30

MECHANICS

15

Arlington: (if asked name) Arlington Smith

Contestant: If they are handling the call, should ask a phone number to return the customer's call as soon as possible.

Arlington: Sure, you can reach me on my cell, 327-3162

Contestant: Should write down and repeat back number

Contestant: After hanging up and before dialing Sam, should assure the Fisherworths that they will be right with them.

Sam: (Answering his phone) What you need?

Contestant: Should explain the situation. If the caller is on hold they should explain that too.

Sam: Be right there.

Wilson: You know the set we had lasted ten years. Pretty good, wouldn't you say?

Contestant: Should acknowledge in a positive way.

Sam comes up, contestant should introduce Sam, then escort the customers to the TV showroom. (customers lag behind)

Wilson: Does that man we saw leaving the store work here?

Contestant: Should explain who Turner is.

Wilson: You're kidding? How do you work for a slob like that? He must've used that tie for a napkin.

Sandra: Be nice dear. Let this lady/gentleman show us their TVs.

Contestant: At this point should ask what size set the couple is looking for.

Wilson: (if asked about the size - if not volunteer this information) Well, the space we have in the bedroom won't hold anything bigger than a 27" and we don't have a lot of money to spend on this set.

Contestant: Should show them the 25" and 27" sets within the \$300 range.

- Weekly special: Sony 27" Flatscreen = \$319
- Sharp 25" = \$289
- Sharp 27" = \$339
- Phillips 27" = \$329
- Toshiba 25" = \$298
- Toshiba 27" = \$333

Contestant: Should make the customers aware of the fact that if they use their Philmore employee 10% discount the weekly special will save them money. They may need to go back to the desk to calculate the discounted cost of \$287.10 plus tax.

MECHANICS

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MATURITY (in Answers to Questions)

20

DEPORTMENT (Poise, Eye Contact, Mannerisms)

20

SALESMANSHIP (Self-confidence and Persuasiveness)

30

PRESENTATION

30

ENTHUSIASM

30

VOICE

35

MECHANICS

15

If contestant does not make this offer the customers will mention it, seeing if the contestant will react.

Sandra: (if contestant asks them if they would like to purchase the special) That sounds great. When can you have that delivered out to us?

Contestant: Will need to ask them the area of town that they live in.

Wilson: Southwest, not too far from the airport.

Contestant: Will need to check the delivery schedule and should inform the customer that it can be delivered at either 4:00 or 6:00 on Thursday.

Sandra: That would be perfect. Four would be great. What's the total on this?

Contestant: Figures total

Sony Special	\$319.00
-10% employee discount	<u>31.90</u>
Total Price	287.10
+ 6.5% sales tax	<u>18.66</u>
TOTAL	\$305.76

Contestant: Should offer the extended warranty policy. 9% = \$25.84 for one year

Wilson: (if extended warranty is mentioned) That is cheap but we really wouldn't need it.

Contestant: Should ask how the customer would like to pay for their purchase.

Wilson: (if asked payment method, if not volunteer this info) Check.

Contestant: Should ask for the customer's drivers license and his Philmore employee discount card.

Wilson: (looking through wallet) I know I have that card in here some where. Honey, you don't have my Philmore card to you?

Sandra: No, what would I be doing with your silly card?

Wilson: I haven't used it for anything in a while, but I know I've got it.

Contestant: Should make the customer feel at ease by suggesting that it may be at home or something like that. Should assure the customers that they will hold the TV until the card is brought in at the customer's convenience, but can not discount the set without the card.

Wilson: (may need to adjust here, depending on how contestant reacts to missing card) You mean we won't get the TV Thursday?

Contestant: Should assure the customers that someone will be at

MATURITY (in Answers to Questions)

25

MECHANICS

20

MATURITY (in Answers to Questions)

25

DEPORTMENT (Poise, Eye Contact, Mannerisms)

20

SALESMANSHIP (Self-confidence and Persuasiveness)

35

PRESENTATION

35

ENTHUSIASM

35

the store until 8 p.m. every night and that any sales made before then can be delivered out the next schedule delivery day in that area.

Sandra: Are you sure?

Contestant: Should explain that everything will work out.

Wilson: Well, I don't go in to work for a few more hours, so I'll check at the house. And I guess if I can't find it they can get me a new one tomorrow and I can still get it to you in time.

Contestant: Should make a note of this situation and thank the customers.

Wilson: Thanks for all of your help. We will be back a little later - or tomorrow...

Sandra: And thanks for understanding about my forgetful husband. You can see why I don't let him out by himself.

Contestant: Should wish them a good day or something similar

Turner returns as soon as the customers leave.

Sam: I'm out of here. I'll be a little late coming back, my wife and I have some business to take care of, it that's OK?

Turner: Sure. (to contestant) Go get yourself something to eat. Anything I need to know before you go?

Contestant: Should explain about the couple and the Sony special, about Tanner Simpson's call for an exchange and his request for free headphones, and about Arlington Smith's call if they did not return the call.

Turner: All right. Enjoy your lunch.

MECHANICS

15

DEPORTMENT (Poise, Eye Contact, Mannerisms)

15

APPEARANCE, GROOMING

95

TOTAL SCORE

950

CUSTOMER SERVICE SCRIPT

for judges

FINALS

Turner starts contestant out at help desk

Turner: Good morning, contestant # _____. Just found out we are out of the 27" Sony on special, but you can offer the 27" Phillips at the same price as a substitution. Kerry sold the one behind the register last night. I will be out this morning for a meeting with a prospective commercial account. I should be back later this afternoon.

Contestant: Could make a note of the product substitution or offer Turner "good luck" on commercial account

Phone rings

Contestant: Should answer with "Tiny's Total Entertainment, name, how may I help you?"

Tanner Simpson: Hey, I was able to take off work a little earlier than I thought today and wanted that system delivered after lunch instead of 5 pm.

Contestant: Should ask customer's name and check schedule for available time and offer delivery at 3:00 pm.

Tanner: I was really hoping to have it earlier so I could have it working before my wife comes home. What did you find out about those headphones? Remember you were going to check with your manager about throwing those in for my trouble.

Contestant: Work to resolve headphone issue and change delivery time on schedule.

Tanner: If 3:00 p.m. is the earliest you can deliver I guess that will have to work.

Wilson and Sandra Fisherworth enter store while contestant is on the phone with Tanner. Contestant should acknowledge them and explain he/she will be with them shortly.

After call is complete....

Wilson: Found my Philmore employee discount card and wanted to pick up that TV. (Sony 27" that is now out of stock)

Contestant: Should confirm the television customer wishes to purchase and then offer the Phillips 27" as a substitution.

Wilson: No, remember you were holding one for us from yesterday. You were going to put it behind the register for us to come back for after I found my card.

Contestant: Should offer apology and explain the set was sold to another customer previous evening. May offer another solution.

Contestant Number

GREETING #1

25

VOICE (Pitch, Tempo, Volume)

30

MECHANICS

25

MATURITY (in Answers to Questions)

30

DEPARTMENT (Poise, Eye Contact, Mannerisms)

30

GREETING #2

25

MECHANICS

25

MATURITY (in Answers to Questions)

30

Tanner: Wasn't out name on that unit behind the register? Sony is a much better brand than Phillips. I was really excited to be getting that Sony as such a good price. What if I don't want the Phillips?

DEPARTMENT (Poise, Eye Contact, Mannerisms)

30

Sandra: Honey, remember we only budgeted \$300 for this. Maybe we can wait until they get more of the Sony's in stock?

Contestant: Can't tell them when more will be in stock, but can ensure them Phillips is a good brand. May offer to check with manager about discounting a larger Sony.

SALESMANSHIP (Self-confidence and Persuasiveness)

45

Wilson: Sandra, do you want to go without a TV until they get another Sony in stock? What do you think about the Phillips?

PRESENTATION

45

Sandra: I can't miss all my shows! We already made two trips down here - let's go ahead and get the Phillips. How much was that unit going to cost again?

Contestant: Should take customer to desk and figure cost:

ENTHUSIASM

30

Phillips TV	\$319.00
-10% discount	31.90
Total Price	287.10
+ 6.5% sales tax	18.66
TOTAL	\$305.76

VOICE (Pitch, Tempo, Volume)

30

Wilson: Can we still get that delivered today at 4 pm?

Contestant: Should ask area of town they live in and check schedule. Depending on time of contest, contestant should try to make a call to Kit Henderson to check on getting the set delivered same day because of mix-up. Otherwise, contestant should offer to deliver the set on Friday.

After delivery is scheduled, contestant should ask how they wish to pay for the purchase. When Sandra says by check, the contestant should ask for her DL and Tanner's employee ID and record those numbers on the check, thank them for their purchase.

Tanner Simpson has entered contestant area.

GREETING #3

20

Contestant should greet Tanner and tell him he will be with him shortly.

Tanner: I called about the Sony Stereo. You were going to deliver another unit today at 3:00 pm. I decided just to come and pick it up.

MECHANICS

20

Contestant: Should ask for his sales receipt.

Tanner: Hands him sales receipt. The exchange is in the car.

Contestant: Should take care of exchange, thank him for his business and mark delivery off schedule and call Kit Henderson to cancel delivery.

GREETING #4

25

Phone rings

Contestant answers phone with greeting.

This is Arlington Smith. I was on hold for over 15 minutes yesterday and no one ever came back to help me. I just thought I would call and let you know I plan to go somewhere else to buy my plasma television. Somewhere where they take care of customers.

Contestant: Should apologize about the mishandling of the call and ask if he can help at this time.

Arlington: Like I said yesterday, I am interested in a large plasma television for my den. I just wanted to know what you have the best deal on.

Contestant: Should verify the size preferred or offer the 50" Sony on special for \$8,909. If the contestant does not offer the special, customer can ask for any specials.

Arlington: Do you have one of those on the floor that I can see?

Contestant: Should encourage customer to come take a look at the unit.

Turner walks back in to store.

Turner: Well looks like the convention center will become a new commercial client. I am going to write up a ticket for their request in my office. Anything I need to know about?

Contestant: Could share any experiences from day. Should make him aware of television set that was sold behind counter and mishandled phone call.

Turner: Go on break and I will send Kerry up to watch the store.

MECHANICS

25

MATURITY (in Answers to Questions)

35

DEPARTMENT (Poise, Eye Contact, Mannerisms)

35

SALESMANSHIP (Self-confidence and Persuasiveness)

50

PRESENTATION

50

ENTHUSIASM

50

VOICE

35

APPEARANCE, GROOMING

95

TOTAL SCORE

950