Activity: Professionalism In Action

Scenario 2

Situation: A customer is unhappy with a product or service. They have posted several things online for both Google and Facebook. This had reached corporate who has decided to just ignore it as it doesn’t affect the overall bottom dollar. However, the store that you work at is starting to see less traffic and sales going down. Interestingly enough, the person that you believe is behind this decline, is in your store right now. They bought this product 4 weeks ago, the warranty ran out just yesterday. They want to return the item, with receipt in it’s original box.

NOTE TO ACTORS: You have the premise, but you both have to make your argument

Professionalism Skills: Discipline, Integrity, Customer Service, Communication, Active Listening