

# Unit 6:

# Handling Problems and Complaints

## May I Interest You In....

**Instructions:** Working with a partner, list all the possible suggestions to go with the products listed below.

<b>Product</b>	<b>Suggestions to go with the product</b>
<b>silverware</b>	<b>napkins, tablecloth, silver polish</b>
<b>stationery</b>	
<b>shower curtain</b>	
<b>man's suit</b>	
<b>shoes</b>	
<b>woman's dress</b>	
<b>?</b> _____	

## Return Policy

**Part A - Instructions:** Read the return policy below.

**Smith's Department Store  
Return Policy**

All merchandise, except sale and clearance items, may be returned within 30 days of the purchase date. Items must not be damaged or show wear. Items may be returned for store credit only; no exceptions.

**Part B – Instructions:** It is important for you to be able to explain the store's return policy about merchandise before the customer leaves the store. This should be done in a polite and helpful manner. Working with a partner, read each scenario below and write what you could say to the customer.

1. If your customer just bought some shoes, how might you tell her about the return policy above? (The shoes were not on sale)

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2. Your customer just bought some Independence Day decorations on clearance. How might you politely tell him about the returns policy above?

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## Limited Warranty

**Part A:** Read the warranty below.

Zap Computers warrants that this computer, if properly used and installed, will be free from defects in materials and workmanship and will substantially conform to the company's specifications for a period of three years after the date the computer was purchased.

If the computer processor fails during the warranty period for reasons covered by this Limited Warranty, the company, at its option, will:

**Repair** the processor by means of hardware and/or software; or

**Replace** the processor with another processor; or

If the company is unable to repair or replace the particular processor, **refund** the then-current value of the processor.

This Limited Warranty does not cover damages due to external causes, including accident, problems with electrical power, usage not in accordance with the product instructions, misuse, neglect, alteration, repair, improper installation, or improper testing.

**Part B:** Place a check by each of the following situations in which the computer processor is covered by the warranty. [The customer bought the processor on October 6, 2005.]

1. \_\_\_\_\_ The processor quit working after it was hit by lightning during a thunderstorm.
2. \_\_\_\_\_ The processor quit working for no particular reason on October 7, 2007.
3. \_\_\_\_\_ The process quit working when coffee was accidentally spilled on it.
4. \_\_\_\_\_ The processor suddenly stopped working after the customer had typed a 100-page report.
5. \_\_\_\_\_ The processor quit working after not being used for two weeks.

## Handling Complaints

**Instructions:** Listen to the taped conversation, *Broken Dinner Set*, one or two more times. On the lines below, write down all the expressions you hear the sales associate say to calm down the customer and satisfy her.

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## Responding to Customers' Signals

**Instructions:** Circle the letter of the response you think would be most effective for closing the sale in the following situations.

1. The customer has looked at several watches and seems to like one more than the others. She tries it on, even sets it to the correct time. She asks if the band can be changed to another style; you show her the options and she likes one.

### Sales Associate Responses

- a. "Do you want to look at any other styles?"
- b. "Will that be cash or charge?"
- c. "Shall I go ahead and replace the strap for you or do you want to keep both styles for different uses?"
- d. "We'll be having a special on watches next month."

2. A customer returns to the store for a second time in one day to take another look at a bicycle for her child. She says she has decided to take it and asks if someone can help her get it to her car.

### Sales Associate Responses

- a. "Yes, I'd be happy to carry it out for you. After you left, I remembered we had another style you might be interested in; do you want to see it?"
- b. "Yes I'd be happy to carry it out for you. You've made a great choice and I'm sure your daughter is going to love this one!"
- c. "Yes, I'd be happy to carry it out for you. It's a good thing you came back; I had another customer come in after you who was pretty interested in this one."
- d. "Yes, I'd be happy to carry it out for you. Will that be cash or charge today?"

3. A customer has tried on a pair of shoes that are on clearance. She obviously likes them but expresses concern that she won't really be able to use them until the season changes again.

### Sales Associate Responses

- a. "Oh, I think you could wear them this season – I would!"
- b. "Well, we just got a shipment of new shoes for this season. Would you like to look at some of those?"
- c. "It's true you probably won't wear them right away. But because they are a classic style, you really can't go wrong buying them on sale and hanging on to them until next season."
- d. "These are the only pair left in your size. If you really like them, it might be worth it to buy them now and put them away for next season."