Nobody is perfect, and sometimes a business gets it wrong. How customers who have had a bad experience are dealt with can determine whether they will continue to be customers in the future!

**Happy to Help?**

NAME:

There are four customer service scenarios described below, all based on real events. Read the scenarios, and then use them to complete the task over the page.

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| I bought a new Lego Friends set from the toy shop, but when I built it at home there was a piece missing! My mum contacted Lego via their website, and they sent me the missing piece through the post free of charge. I was able to finish building my set a few days later. |  | I was confused to find something called “tiger bread” in Sainsbury’s, so I wrote to them explaining the bread looked more like a giraffe than a tiger. They wrote back explaining how the name came about, but agreed with me! They changed the name to “giraffe bread” and put  signs in their stores  explaining my idea. |
| Scenario 1 |  | Scenario 2 |
|  |  |  |
| We ordered a new washing machine from Currys, paying for delivery and fitting on a particular day. One of us booked the day off work, but Currys did not turn up! Instead they said that we had got the date wrong, and they expected us to take another day off! |  | O2 ’s network has been down all day, meaning I couldn’t use my mobile. The only way I could contacted them was on Twitter. Whilst explaining that it was a network-wide technical issue, I noticed that the bloke  on their Twitter account  seemed a bit stressed so I  tweeted “You ok mate?”  and he replied, “Had  better days tbh”! |
| Scenario 3 |  | Scenario 4 |

For each of the four scenarios, decide how well the business concerned dealt with the situation by colouring the stars in order to rate their customer service from 1 (they dealt with it badly) to 5 (they dealt with it brilliantly). Then, for each scenario explain what you think the business could have done better to provide better customer service.

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| **Scenario** | **How Well It Was Dealt With** | **Avoiding a Repeat** |
| 1:  Missing Lego Piece |  |  |
| 2:  Sainsbury’s Tiger Bread |  |  |
| 3:  Currys Delivery Mix-up |  |  |
| 4:  O2 Woe |  |  |