NEW YORK STATE ASSOCIATION

FUTURE BUSINESS LEADERS OF AMERICA

CLIENT SERVICE

2013 SPRING DISTRICT MEETING

**PARTICIPANT INSTRUCTIONS**

1. You have 10 minutes to review the case.
2. Presentation time is five minutes. At four minutes, the timekeeper will stand and at five minutes, the timekeeper will stand and hold up a colored card indicating time is up.
3. The presentation is interactive with the judges who will ask questions throughout the presentation. A judge will play the role of a Chug-a-Chug Toy Store customer. You will pay the role of the store manager of the local Chug-a-Chug Toy Store.
4. Each participant will be given two note cards.
5. Be prepared to answer questions posed by the judges.

**PERFORMANCE INDICATORS**

* Logical solution is selected and presented with positive and negative aspects of its implementation given
* Thoughts and statements are well organized and clearly stated; appropriate business language is used
* Ability to effectively communicate with customer
* Explains an effective, efficient, and spontaneous action for customer service
* Provides efficient, accountable customer service
* Exhibits good decision-making and problem-solving skills

**CASE STUDY SITUATION**

You are the store manager at the local Chug-a-Chug Toy Store, a national chain toy store. Company policy is to hold unpaid items for a customer for a maximum of 24 hours. After the 24 hours, employees put the merchandise back on the shelves to be sold. The hottest toy this holiday season is a new gaming console. Your company made a special deal with the manufacturer to sell this new gaming console as a bundle with three games – it has been such a hot selling item that the company (nationwide) has sold out. As part of the deal with the manufacturer, no rain checks or substitutions can be offered to customers. It is 5 days before Christmas/Hanukkah and you will not be getting any more warehouse shipments before the holiday.

You will be working face to face with a customer (judge). After introductions, you should “greet the customer” with the following greeting:

“Welcome to Chug-a-Chug Toy Store. My name is \_\_\_\_\_\_\_\_\_ (your name). How may I help?”

**CLIENT SERVICE**

**2013 SPRING DISTRICT MEETING CASE STUDY**

**JUDGES’ NOTES**

**JUDGING THE PRESENTATION**

1. This is a role-playing event with you acting as a last-minute holiday shopper at the local Chug-a-Chug Toy Store.
2. Review the “Judges’ Instructions” and the “Case Study Situation.” You may have one judge serve as the customer and ask questions, or each judge may vary the problem and ask questions. Remember, what you do for one presentation, must be done for all presentations.
3. After introductions, you need to explain the reason for the visit and ask for the difference added back onto your debit card.
4. This is an interactive problem, so treat the presentation as a conversation. Time allowed is five minutes.
5. You will close the event.
6. Complete the rating sheet.

**JUDGES’ INSTRUCTIONS**

In this performance, the judge will assume the role of a Chug-a-Chug Toy Store customer.

You were in the Chug-a-Chug Toy Store two days ago and asked a Customer Service employee to hold the gaming console bundle for you until you come back. The employee told you of the 24-hour holding time limit. Due to a bad storm, you were unable to come into the store yesterday. You braved the weather today to buy the gaming console bundle only to find your item was removed from the holding area yesterday, reshelved, and sold. The store has sold out of all the special new gaming console bundles. This was supposed to be the “big” gift for your children; you really want *this* item.