NEW YORK STATE ASSOCIATION

FUTURE BUSINESS LEADERS OF AMERICA

CLIENT SERVICE

2013 SLC SEMI-FINAL

**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 Crafty U customer. You will pay the role of the store manager at a local Crafty U 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 work as a store manager at the local Crafty U store, a national arts and crafts store. The company strives for excellent customer service and unique craft products. The store has weekly sales on different products. It is company policy that debit purchases are returned with cash back, not added back onto the debit card. Earlier today a customer (judge) bought 3 picture frames.

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

“Welcome to Crafty U. My name is \_\_\_\_\_\_\_\_\_ (your name). How may I help?”

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**SEMI-FINAL CASE STUDY**

**JUDGES’ NOTES**

**JUDGING THE PRESENTATION**

1. This is a role-playing event with you acting as a hurried Crafty U customer.
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 Crafty U customer.

You are unhappy with Crafty U. You were on a strict timeline today, buying the picture frames last minute to frame awards for a work presentation. You did not realize that one of the frames was on sale and therefore you were overcharged by $5.99 (plus tax) for it until you got back to the office and a coworker shows you the sale flyer with the picture frame you just purchased. After work you go back to the Crafty U store; your goal is to have the $5.99 (plus tax) difference added back onto your debit card.