

Video Transcript

Dealing with an Angry Customer by JMC The Director

[Role Play]

[Employee] Morning sir, how can I help you today?

[Customer] You know what, I'm a little annoyed I keep coming in here and you guys keep screwing up! Now I've had about enough and I'm taking my business somewhere else.

[Employee] Sure I can tell you are really frustrated and I sincerely like to help you. Can you tell me what the problem is?

[Customer] You know what the problem is? I bought this drill two weeks ago, then I go home to use it and it doesn't work. I bring it back and you guys give me this [new drill] and it doesn't work as well. Now I've spent a lot of time and money driving back and forth just to have you guys screw up over and over and I've had it! I want my money back!

[Employee] Okay sir. So I just want to make sure that I understand. You purchased a drill from us and you took it home, you found out it didn't work so you came back, got a replacement drill and that one didn't work as well?

[Customer] That's exactly right you.

[Employee] Know what? I can understand your frustration. If I purchased a drill and took it home and twice it didn't work I'd be really frustrated as well, especially when it was my valuable time that was at stake.

[Customer] Finally someone gets it!

[Employee] Sir, I'm sorry you're unhappy with your purchase and I'd like to work together to turn things around. Just like you I would be really disappointed if this had happened to me. Is there something that I can do that would make this right? Can we come up with a solution?

[Customer] You know what all I want all I want is to have a drill that works. I just want to leave here today go home and have a product that works.

[Employee] Okay so what if I were to go and get a drill from the back, we open up the package and allow for you to test it before you leave the store to make sure that it works. Would that be Okay?

[Customer] If you can bring a drill out here and prove to me that it's going to work when I leave then, fine, yes, okay.

[Employee] If you bear with me one moment I'll be right back Sir. [Employee gets a new drill] Okay here you go. Sir here's one that you can open up and make sure that it works before you leave. Is it alright?

[Customer] Yeah okay this one seems to work.

[Employee] I want you to know that when I went back to grab this I spoke to my manager. I want to thank you for taking the time of bringing this to our attention.

[Customer] Okay well I appreciate that, and you know what, I know I came in here a little hot-headed and frustrated but I appreciate the fact that you were able to get me a drill that works today.

[Employee] You are very welcome. I hope that next time that you have a need for something like this you will think of us. There you go Sir.

[Customer] Okay, great. Thank you.

[Employee] You're very welcome.