

Video Transcript

Poor vs Great Customer Service by Odyssey Training

[Role Play Bad Service]

Hi, I've been trying to get in touch with your office to return these, but nobody seems to be answering my email. Have you emailed us? Uh, yes, I have emailed. OK, well that's what you have to do, email us and someone will get back to you when they can. What would be the time frame? Well it's up to them, that's not in my department, I can't help you. You need to do it online. Sorry, is there someone you might be able to ask? I can't help you, it's all done online with our online team, I don't know what else you want me to do.

Maybe you can ask somebody if they could help? Well, no because I'm the only one here and I haven't had lunch and I can't leave so you're just going to have to go back online wait for someone to call you and go from there. This isn't my area, if you want to buy something I can help you. OK, this is terrible customer service, is there not a manager or someone that I could talk to? We do have an on online chat room that you can lodge your dispute with but I don't have anyone here that you can speak with. OK, well I'll need to follow this up with someone and thank you for not being helpful. OK, great, thank you very much, have a lovely day, bye.

[Role Play Good Service]

Hello, how are you? Good thanks, how are you? Fine thank you. I'm just wondering if I could return this please. I bought one for my husband on the weekend and he's already received it. So, is it possible that I could get a refund for that? Yeah, absolutely, have you tried something online yet? I did, but nobody seems to have gotten back to me yet so I thought I'd just pop into the office. OK, sorry about that. Usually I turn around is 24 hours, but I can definitely help you with that. OK, great, thank you. OK, I'll just look up some of your details here, what was your name? Cherie Montgomery. Perfect, I can see you purchased that on the weekend with a credit card, and would you like that refund back on to the credit card? That would be wonderful. Wonderful, I can take care of that from here and you will receive that within 10 business days. Is there anything else I can help you with? No, that's wonderful. Thank you. Perfect, have a great day. Bye.