

BEAUTY THERAPY TOOLKIT
SCENARIO

POOR CUSTOMER SERVICE SKILLS

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The following is a scenario of poor customer service skills

The demonstration can be viewed by visiting <http://multimedia.forthvalley.ac.uk/Player/3579>

Scenario

Receptionist	"Do you have an appointment?"
Client	"Yes I do, it's with Louise"
Receptionist	"Is it Mrs Smith?"
Client	"Yes it is"
Receptionist	"You're actually a day early, your appointment is tomorrow"
Client	"Oh, I've got it on my card, hang on"
	The client checks her appointment card
Client	"oh your right, I am so sorry. I have just travelled 40 miles and its raining and so cold outside, is there any chance that you could fit me in somehow?"
Receptionist	"We are really busy"
Client	"I just didn't realise, my brain isn't working right, its this baby brain. Could you try to fit me in for a mini polish, a file or anything, I need them done badly"
Receptionist	"I doubt it, as I said we are busy, I suppose I could ask a technician"
	The receptionist leaves the client standing as she walks over to the technician who is standing close by the reception desk. The client is close enough to be able to hear the conversation between the receptionist and the technician
Receptionist	"Jennifer that Mrs Smith has just came in, she's standing over there"
Technician	"She's not due in until tomorrow"
Receptionist	"Yes, she was wondering if you could fit her in"
Technician	"No way, her bad luck. I am fully booked today, there is not a chance I will be able to fit her in today and I am about to go for my lunch"
Receptionist	"I will go tell her"
Technician	"She will just have to come back tomorrow, it's not my problem"
	The receptionist walks over to the client, who has overheard the conversation
Receptionist	"As I have said we are fully booked"

Client	"Is there no way that any technician can see me?"
Receptionist	"NO!, as I said we are fully booked, you will just have to come back tomorrow for your appointment"
Client	"I have just travelled all this way and its miserable outside and I don't get time to myself having a baby. Are you sure you can't just ask another technician"
Receptionist	"I have already told you no, there is nothing more I can do"
Client	"Do you know what, just cancel my appointment for tomorrow and I will go elsewhere because the way you have dealt with this situation is absolutely disgusting and I will be taking my custom elsewhere. Thank you very much"