**2015 SLC FBLA CLIENT SERVICE**

**FINAL CASE STUDY**

**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 hold up a yellow card indicating one minute is left and at five minutes the timekeeper will stand and hold up a red card indicating time is up.
3. The presentation is interactive with the judges who will ask questions throughout the presentation. A judge will assume the role of a Prompt Delivery Service (PDS) customer. You play the role of a customer service rep at Prompt Delivery Service (PDS).
4. Each participant will be given two note cards.
5. Be prepared to answer questions posed by the judges.

**PERFORMANCE INDICATORS**

* Select a logical solution with positive and negative aspects of its implementation
* Use appropriate business language and well organized and clearly stated thoughts and statements
* Demonstrate ability to effectively communicate with customer
* Describe an effective, efficient, and spontaneous action for customer service
* Demonstrate efficient, accountable customer service
* Exhibit good decision-making and problem-solving skills

**CASE STUDY**

You work as a Customer Care Representative at a major international delivery company, Prompt Delivery Service (PDS). You are very proud that your company is known for its on-time deliveries worldwide. PDS prides itself on fast response times, meeting deadlines, and making its customers happy.

Customers contact you with questions about their deliveries. You primarily handle customer issues via email, but you also take incoming calls to the service center. You have been trained to track packages and handle most customer complaints.

Your goal is to determine an equitable solution that will be acceptable to both the customer and to PDS.

You will be fielding a call from a customer (judge). You should “answer the call” with the following greeting:

*“Prompt Delivery Service, this is \_\_\_\_\_\_ (your name). How may I help you?”*

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**JUDGES’ NOTES**

**JUDGING THE PRESENTATION**

1. This is a role-playing event with one judge assuming the role of a Prompt Delivery Service (PDS) customer.
2. Review the Judges’ Instructions and the Case Study Situation. One judge will assume the customer role or each judge may vary the problem and ask questions. If all judges ask questions, consider it a family that has quite a few concerns. Remember, what you do for one presentation, must be done for all presentations.
3. After introductions, you need to explain the reason for the call and ask for some action to resolve the problem.
4. This is an interactive problem, so treat the presentation as a conversation. Time allowed is five minutes. At four minutes the timekeeper will stand and hold up a yellow card indicating one minute is left and at five minutes the timekeeper will stand and hold up a red card indicating time is up.
5. You will close the event.
6. Complete the rating sheet.

**JUDGES’ INSTRUCTIONS**

This holiday season has been unusually stressful for you because in addition to all the usual hubbub, your daughter announced in September that she, along with her husband and three children, would not be celebrating the holidays with you this year. This would be the first year for the two of you to be apart since she was born. Unexpectedly, she received a two-year assignment to Sydney, Australia. Although you’re sad about not having your only daughter and grandkids with you for the holidays, you’re also excited for your daughter’s career opportunity. But, now, in addition to all the shopping and gift wrapping, you had to arrange for on-time Christmas delivery of the gifts as well.

So, you contacted PDS to find out all the important details about getting packages sent overseas to arrive on time for Christmas. For you, on-time delivery was your overriding concern and that meant delivery by Christmas Eve. You were assured of on-time delivery and no problem, as PDS prides itself on its reputation of promptness. You felt reassured.

You call your daughter to find out if the gifts have arrived and are told no. Christmas Eve comes and goes and no gifts. In desperation, you call to see if the gifts can be delivered Christmas Day. You are told no due to the overwhelming volume and weather issues this year. You are beside yourself. Not only are you without your daughter and your grandkids, your gifts for them are not even there. The gifts finally arrive three days later.

You are furious. You feel betrayed by a company you trusted, and are calling to request reimbursement for what you spent, plus compensation because of your “pain and suffering.”