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|  | **2016 FBLA CLIENT SERVICES**  **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 colored card indicating one minute is left and at five minutes the timekeeper will stand and hold up a colored card indicating time is up.
3. You work as a Senior Customer Care Representative at a family owned and operated award winning remodeling business called Dependable Interiors.
4. Each team member will be given two note cards. Note cards will be collected following the presentation.
5. All team members must participate in the presentation as well as answer the questions posed by the judges. Cover all the points described in the case.

**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
* Explain an effective, efficient, and spontaneous action for customer service
* Empower yourself to give efficient, accountable customer service
* Exhibit good decision-making and problem-solving skills

**CASE STUDY SITUATION**

You work as a Senior Customer Care Representative at a family owned and operated award winning remodeling business called Dependable Interiors. Dependable provides homeowners and businesses remodeling services for basements, kitchens, bathrooms, additions, and renovations. Dependable is known for just that – its dependability since 1987. It offers the best materials, competitive pricing, and the highest quality workmanship. You are proud to be associated with the company.

You handle customer inquiries, questions, and complaints. Since you’ve been there for 10 years, you’re well-seasoned having heard and experienced your fair share of customer issues. Your goal with this call is to determine an equitable solution that will be acceptable to the customer and to Dependable Interiors.

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

*“Dependable Interiors, this is \_\_\_\_\_\_\_ (your name). How may I help you?”*

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|  | **2015 FBLA CLIENT SERVICES**  **CASE STUDY**  **JUDGE’S INSTRUCTIONS** |  |

**JUDGING THE PRESENTATION**

1. This is a role-playing event with the judges serving as managers for Dependable Interiors.
2. Review the Judges’ Instructions and the Case Study Situation. After the introductions, you should begin the conversation with Dependable. In this performance, the judge will assume the role of a Dependable Interiors’ customer.
3. The team members will then begin their dialogue with the owners (judges).
4. This is an interactive problem, so treat the presentation as a conversation. Each of the members of the team should respond to at least one question or issue. At four minutes the timekeeper will stand and at five minutes he timekeeper will stand and hold up a colored card indicating time is up.
5. You will close the event by thanking the participants for their input and recommendations. The participants will hand in their note cards before leaving.
6. Complete the rating sheet.

**JUDGES’ INSTRUCTIONS**

In this performance, the judge will assume the role of a Dependable Interiors’ customer.

You hired Dependable Interiors to install two bathroom sinks and a full wall mirror. You selected Dependable because of their reputation. Your expectation was it would be fast and easy with their years of experience.

You paid the company $399 and the work was supposed to be completed with two men over eight hours. Dependable sent one worker for four hours. They canceled some appointments and you weren’t available for other times they proposed because you were out of town. The company later offered to send four men for eight hours, but didn’t follow through. You’re thinking that because the job was so small, Dependable didn’t give it any priority. The work is incomplete, you’re questioning the quality of the work, and you are not happy. You want a $200 refund for the hours of work you didn’t receive and the remainder of the work finished to your satisfaction.