Your employee has been absent for days and your store couldn't operate. The employee texts you and says her child is sick. What would you do?

* Consider letting the employee work from home
* Changing their work hours to help them take care of their sick child. Like you would rearrange schedule with other employee

The customer is mad because of the defective product she bought from your store, she wants a refund, but you don't have a policy about a refund, what will you do?

1. **Apologize: Sincerely apologize to the customer for the defective product.**
2. **Offer a solution: Replace the product, repair it, or give them a refund if possible.**
3. **Be understanding: Let the customer know you understand their frustration.**
4. **Learn from the experience: Review your company's policies to prevent similar issues in the future.**

**Scenario 1: Dealing with a Difficult Customer**

* **Situation:** A customer is being extremely rude and demanding, making unreasonable requests.
* **Possible Solutions:**
  + Remain calm and professional.
  + Listen actively to their concerns.
  + Offer a compromise or alternative solution.
  + If necessary, involve a supervisor or manager.

**Scenario 2: Handling a Product Recall (*Product Ban*)**

* **Situation:** Your store is selling a product that has been recalled due to safety concerns.
* **Possible Solutions:**
  + Immediately remove the product from your shelves.
  + Notify customers who have purchased the product.
  + Offer refunds or exchanges.
  + Follow all guidelines provided by the manufacturer or regulatory agency.

**Scenario 3: Dealing with Theft or Loss Prevention**

* **Situation:** You suspect an employee or customer of theft, or there has been a significant loss of inventory.
* **Possible Solutions:**
  + Investigate the incident discreetly.
  + Review security footage and other evidence.
  + If necessary, involve law enforcement.
  + Implement measures to prevent future losses, such as improved security systems or employee training.

**Scenario 4: Handling a Complaint About Poor Service**

* **Situation:** A customer is dissatisfied with the service they received from your store.
* **Possible Solutions:**
  + Apologize sincerely for the inconvenience.
  + Listen attentively to their complaint.
  + Take steps to rectify the situation.
  + Offer a resolution, such as a discount or complimentary item.

**Scenario 5: Dealing with a Language Barrier**

* **Situation:** A customer does not speak the same language as your employees.
* **Possible Solutions:**
  + Use gestures and simple language to communicate.
  + Try to find someone who can translate.
  + Use translation apps or online tools.
  + Be patient and understanding.