



**LEADERS HOLDING CO.™**

Est. 1971

## Solutions Center

Leader's Casual Furniture® is here for the customer before, during and most importantly after the sale. We have a trained dedicated team to help answer questions about care & maintenance as well as act as a liaison for the customer to assist them with factory warranty concerns. A service is used to uniformly and consistently resolve customer concerns. When a case is created a in house Customer Service Agent takes care of the customer from the inception to the resolution of the issue.

**Never commit to an action you are unsure off. Simply and truthfully tell a customer:**

**“We will make every reasonable effort to resolve your concern to keep you happy. Our goal is always 100% customer satisfaction.”**

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## When Should I Create A Case?

Not every situation is appropriate to open a case. Many customer concerns can be resolved by the store team. A knowledgeable sales professional has credibility, better customer word of mouth and will sell more.

Customer Concern	Open A Case	Handled by the Sales PRO	Sales Pro Course of Action
The customer was delivered incorrect product because the sales person entered the sale wrong.		X	Take ownership of the mistake at the store and get it corrected as fast as possible for the customer. Work as a team to deliver the best customer experience possible.
The customer was delivered incorrect product because the warehouse team mistakenly loaded it incorrectly.	X	X	Take ownership of your store's customer experience or Let our service professionals handle it <a href="#">Click Here For Instructions How</a>
A customer's special order was ordered correctly but is found to be the incorrect product at the time of loading or upon delivery	X		Let our service professionals handle it <a href="#">Click Here For Instructions How</a>
Jane has a concern about the finish on her furniture.	X	X	Take ownership of your store's customer experience or Let our service professionals handle it <a href="#">Click Here For Instructions How</a>
Jane has a concern about the frame of her furniture.	X	X	Take ownership of your store's customer experience or Let our service professionals handle it <a href="#">Click Here For Instructions How</a>
Jane's tempered glass shattered unexplainably.	X		Glass is not covered under warranty. We do sell replacement glass; however, if you are not confident in solving the situation yourself let our service professionals handle it. <a href="#">Click Here For Instructions How</a>
Jane's sling fabric is sagging after use.		X	Sling fabric is a wear item. In most cases the sling will return to shape after it has not been sat on for an hour. It will eventually stretch. The good news is it can be replaced, and you can sell the customer new slings. The average life of a sling is 5 to 7 years outside.

Customer Concern	Open A Case	Handled by the Sales PRO	Sales Pro Course of Action
Jane has a concern about the workmanship of her cushion	X		Let our service professionals handle it <a href="#">Click Here For Instructions How</a>
Jane has ants on her furniture that she has had for over a month		X	The ants did not originate from our warehouse. Everything is open inspected and cleaned before it leaves our distribution campus. We recommend Ortho Home Defense that can be purchased at a local hardware store.
Jane has a broken part on her furniture	X	X	Take ownership of your store's customer experience, order the part and make a sale or If the furniture is under warranty, let our service professionals handle it <a href="#">Click Here For Instructions How</a>
Jane bought furniture from another company that is out of business and wants help	X		Let our service professionals handle it <a href="#">Click Here For Instructions How</a>
Jane wants replacement cushions		X	If it is not one of our stock SKU's. Please see the Perfect Fit™ program by Island Way®.
Jane wants to replace the swivel mechanism on her Palm Springs Rattan®	X	X	Take ownership of your store's customer experience, order the part and make a sale or Let our service professionals handle it <a href="#">Click Here For Instructions How</a>
Jane is mad her furniture has mold and is dirty.		X	Recommend a cleaning method and e-mail the customer an ownership packet.  R:\10 About the Solutions Center (Service)\12.0 Ownership Packets
Jane needs replacement glides for her dining table.		X	This is not a service. Please order her the replacement glides through a Sales invoice in FROG.
Jane picks up her order from the store. When she gets home she notices a concern.	X	X	Take ownership of your store's customer experience or Let our service professionals handle it <a href="#">Click Here For Instructions How</a>

## Preparing the Customer for a Fast Trouble-Free Service

Leader's Casual Furniture's top priority is our customers. We want to always exceed expectations. Never commit to an action you are unsure of. **Never over promise.** Never say something to make the customer go away. We only want to tell the truth. If you are unsure simply tell the customer:

***"Thank you for the opportunity you are giving us. We will make every reasonable effort to resolve your concern to keep you happy. Our goal is always 100% customer satisfaction. Please allow our customer service professionals to contact you to best resolve your concern."***

## Service Timeline

Step	Time	Action
1	Customer comes in and tells us about their concern giving us an opportunity to succeed	Listen, take notes if necessary, and understand the customers concern. Solve it immediately on your own if possible. <b>DO NOT OVER PROMISE.</b> If You cannot solve the concern go to Step 2
2	Immediately	Open a Solutions Ticket. Prepare the guest by asking them to have pictures of the concern ready to share.
3	Within 24 Hours	The Solutions Center will contact the guest. You will be able to pull up the account and read the notes from this point forward.
4	From point of contact	The Solutions Team will request detailed pictures of the concern
5	Within 24 hours of receipt of pictures from the customer	Solutions will acknowledge receipt of the pictures and inform the customer of the next action that can be taken. Pictures and information are forwarded to the manufacturer.
6	Maximum 1 week from picture and information submission	Factory is re-contacted, and customer is contacted and given an update
7	Same day the factory communicates a resolution	Customer is contacted with an update and explained the factory resolution. Solutions acts to complete the service
8	Service receives the acknowledgment from the factory	Customer is contacted and informed of the progress.
9	Everyday	The Solutions Team manages open cases every day to finalize open cases. .
<b>Note: All Solutions Team communication with the factory and the customer is documented in the Communication Tab of the Case Record</b>		

## **Who to contact**

If you have any questions, contact the Solutions Center Team

**Solutions Center-** [solutions.center@leadersfurniture.com](mailto:solutions.center@leadersfurniture.com)

Pinellas County (727) 538-5783

Toll Free (877) 538-5783

## **Product Cleaning and Maintenance Information**

If a customer wants to get the most life out of their furniture and keep it looking great, it is important that they take care of it. Please study the Ownership Packets to become a knowledgeable pro. This will help you make the correct recommendations. Ownership Packets can be found here:

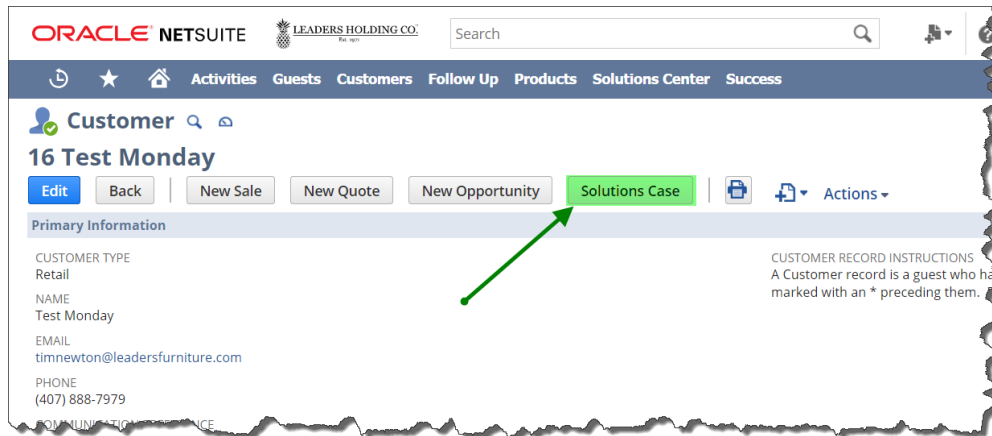
R:\10 About the Solutions Center (Service)\12.0 Ownership Packets

## How to Open a Solutions Case If You Can Locate a Customer Record

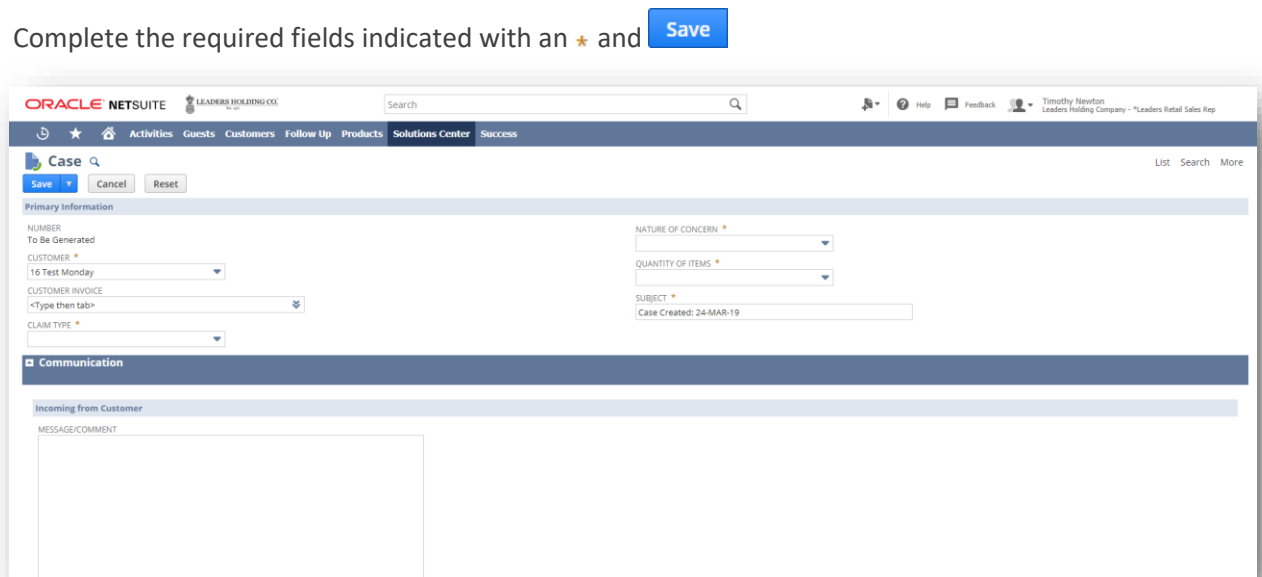
1. From the NetSuite home screen use Guest Lookup to locate the guest record you would like to open the case for. You can use the Global Search or the Guest Lookup link.



2. While viewing the customer record in Edit mode click the **Solutions Case** button



3. Complete the required fields indicated with an \* and

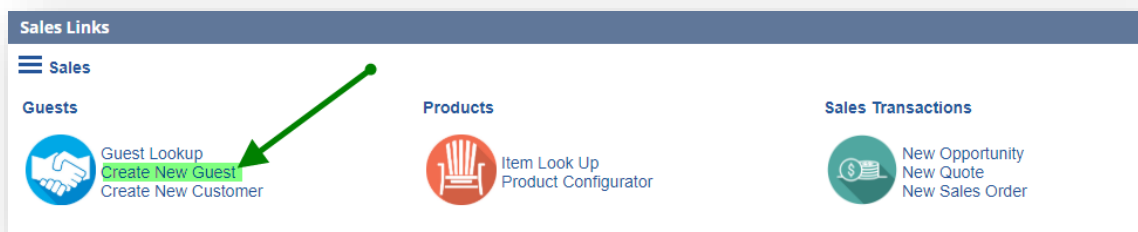



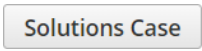
## Create a Solutions Case if you Cannot locate customer's account

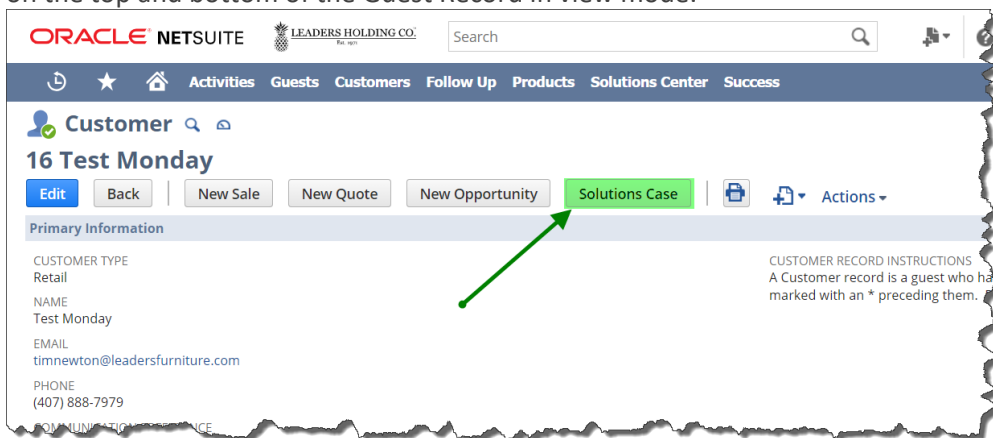
- ✓ Purchased from Leaders Casual Furniture® before 2015
- ✓ Did not purchase from Leader's Casual Furniture®

If a customer is not in the Leader's Casual Furniture® computer system because they purchased before 2015, did not originally purchase from us, or have changed their information and can no longer remember their old phone number, we simply need to create a Guest Record

1. From the NetSuite home screen select "Create New Guest"



2. Complete the guest record and 
3. Once the Guest Record is saved it will be in view mode. The  button will be visible on the top and bottom of the Guest Record in view mode.



4. Complete the required fields indicated with an ★ and 

## How to Reference Active Cases

### From the Solutions Center Tab

1. From the Retail Team home dashboard click on the “Solutions Center” tab
2. You will see the dashboard below.
  - a. You can see all of the Solutions Center stats for your location and filter through any open cases

**ORACLE NETSUITE** LEADERS HOLDING CO. Search Help Feedback Timothy Newton Leaders Holding Company - \*Leaders Retail Sales Rep

Activities Guests Customers Follow Up **Solutions Center** Success Products

### Solutions Center

**Key Performance Indicators**

INDICATOR	PERIOD	CURRENT	PREVIOUS	CHANGE
My Team's Open Cases	Today vs. Same Day Last Month	1	0	↑ N/A
My Team's New Cases	This Week vs. Last Week	1	1	0.0%
My Team's Cases Escalated	This Month vs. Same Month Last FQtr to Date	0	0	0.0%
My Team's Cases Closed	This Month vs. Last Week	1	0	↑ N/A

**Solutions Cases**

SALES LOCATION: All - CREATED BY: All - AWAITING SUPPORT REPLY: All - ASSIGNED TO: All -

TOTAL: 4

Grab	Days Open	Name	Brand	Type	Status	Priority	Assigned To
Grab	0	NXTurn_Test01	Garden Classics	Fire Pit	Not Started	Medium	
Grab	0	Morgan_Test123	Troptone Furniture	Warranty	Not Started	Medium	
Grab	0	Morgan_Test123	Troptone Furniture	Warranty	Not Started	Medium	
	0	Samantha Randolph	Troptone Furniture	Damaged On Delivery	In Progress	Medium	Samantha Randolph

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### From the Customer Record

1. Open the Customer Record
2. Click on the “Support” Tab

**Customer** 54120 15Test Deliver

Edit Back New Sale New Quote New Opportunity Solutions Case Actions

**CUSTOMER RECORD INSTRUCTIONS**  
A Customer record is a guest who has or plans to purchase. There are required fields marked with an \*. Depending on Customer Type, different fields may be required.

**Primary Information**

Field	Value
CUSTOMER TYPE	Retail
NAME	15Test Deliver
EMAIL	test.deliver@gmail.com
PHONE	(813) 555-4444
COMMUNICATION PREFERENCE	Phone/Print

**Notes**

COMMENTS DELIVERY NOTES

**Address Sales Relationships **Support** Financial System Information Payments**

**Cases**

STAGE: All - AWAITING SUPPORT REPLY: All - VIEW: Default

New Case View History

EDIT	NUMBER	STATUS	LAST MESSAGE DATE
Edit	Case Created: 5/28/2019	In Progress	05/28/2019 12:58 pm

Edit Back New Sale New Quote New Opportunity Solutions Case Actions



## How to Close an Active Case

If you were able to resolve a case for a customer and you are absolutely sure they will not need further assistance you can close the case.

1. Open the case from the customer record in the "Support" tab.

The screenshot shows the 'Customer' record for '54120 15Test Deliver'. The 'Support' tab is selected, and the 'Cases' section is visible. A red arrow points to the 'Support' tab, and another red arrow points to the 'Edit' button in the 'Cases' section. The 'Cases' table shows one case with the status 'In Progress'.

STAGE	AWAITING SUPPORT REPLY	VIEW
- All -	- All -	Default

EDIT	CASE NUMBER	STATUS	LAST MESSAGE DATE
<a href="#">Edit</a>	Case Created: 5/28/2019	SC6	In Progress

2. Change the status to closed and press [Save](#)

The screenshot shows the 'Case' record for 'SC6 Case Created: 5/28/2019 54120 15Test Deliver'. The 'Status' dropdown menu is highlighted, showing 'In Progress' as the current status. A red arrow points to the 'Status' dropdown. The 'Incident Information' section is also visible.

**Primary Information**

SUBJECT: Case Created: 5/28/2019  
CASE NUMBER: SC6  
CUSTOMER: 54120 15Test Deliver

CONTACT (IF DIFFERENT THAN CUSTOMER RECORD)  
EMAIL(S): jessica.hooper@leadersfurniture.com  
PHONE: (877) 538-5783

**Incident Information**

CLAIM TYPE: Claim Within Warranty  
NATURE OF CONCERN: Finish  
BRAND: Garden Classics  
ORIGINAL ORDER: [Empty]

**Communication**

MESSAGE/COMMENT: JH

## How to Handle an Irate customer

Profanity or verbal abuse spoken by a Leader's Casual Furniture® employee is never tolerated. In the same respect verbal abuse or profanity from a customer towards a Leader's Casual Furniture® team member is not tolerated. If you find yourself in this situation follow the steps below:

**Step 1** Calmly and professionally end the conversation

*"Mrs. Smith, I am going to end the conversation now. Please take a minute and call me back when can speak to me with respect. I will follow up with you if I do not here from you in 24 hours."*

**Step 2** If the customer continues, or calls and continues to be disrespectful contact your supervisor to take care of the situation. If your supervisor is not available contact a member of the sales management team, customer's service or Leader's Casual Furniture® Staff to communicate with the customer.

### Acceptable statements that may help you diffuse a situation

- ✓ We do not get paid until you get your product. We will do everything we can to get you your order.
- ✓ Our goal is always 100% customer satisfaction. We look forward to the opportunity you are giving us to solve your needs in a mutually agreeable way
- ✓ I will do my best to find solutions to your concern.
- ✓ We want to help. Please let me discuss your concern with my supervisor so we can work on finding a solution.

**Clear consistent communication is the key with any upset customer.**  
**"Say what you are going to do and do what you said you were going to do."**