

TASK

1. Hey, growth school I paid for the 8-week program last week but I realize I might be too busy to dedicate my time to the program, so I would like to go for a refund. Can you help me with this? Draft an email (Hint: At growth school, we have a strict no-refund policy and the access to the content remains to users for 1 year)

Subject: Request for Refund for 8-Week Program Purchase

Dear XYZ,

I hope this email finds you well. Thank you for reaching out to us regarding your recent purchase of our 8-week program at Growth School.

I understand your concern about dedicating time to the program due to your busy schedule. However, I would like to inform you that at Growth School, we have a strict no-refund policy in place. This policy is designed to maintain the integrity of our programs and ensure that all participants receive the full benefits of the resources and support provided.

I want to assure you that even though you may not be able to dedicate your time to the program immediately, you will still have access to the content for a period of one year from the date of purchase. This means that you can engage with the materials at your own pace and revisit them whenever it is convenient for you.

Additionally, I encourage you to consider the long-term benefits that this program can offer you in terms of personal and professional growth. Our program is designed to provide valuable insights and strategies that can positively impact your life and career.

If you have any further questions or concerns, please don't hesitate to reach out to me directly. I'm here to assist you in any way I can.

Thank you for your understanding, and I look forward to hearing from you soon.

Best regards,
Bharat Kumar Prajapat
Customer Support Specialist



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2. Hey growth school, I love your workshops but I don't think I could spend 15k in just 2 days to join the program. First, the price is too high for me and I also need time to book the seat. Do you offer any discounts or can help me with something here, please? Draft an email
(Hint: At growth school, we don't offer any discounts as it's already way less price than the market.)

Subject: Inquiry Regarding Workshop Pricing and Availability

Dear [Customer's Name],

Thank you for expressing your interest in our workshops at Growth School. We're thrilled to hear that you've found value in our offerings.

I understand your concern about the pricing of our workshops, and I appreciate your feedback. Our aim at Growth School is to provide high-quality workshops at competitive prices, ensuring accessibility to as many individuals as possible. While we do not offer discounts as our pricing is already positioned competitively within the market, we do strive to deliver exceptional value and experiences to all our participants.

Regarding your need for additional time to book a seat, I'd like to assure you that we understand the importance of planning and scheduling. Our workshops are often in high demand, and seats can fill up quickly. Therefore, I recommend keeping an eye on our website or subscribing to our newsletter to stay updated on upcoming workshop dates and availability.

If you have any specific questions or if there's anything else I can assist you with, please feel free to reach out to me directly. I'm here to help in any way I can.

Thank you once again for considering Growth School for your learning journey. We hope to welcome you to one of our workshops soon.

Best regards,

[Your Name]

[Your Position]

Growth School

3.(Situation Handling)

At Growth School we don't have specific customer service timings and the queries keep on coming around the clock on all possible channels, we commit the response time to be under 3 hours. How would you develop the process around this? (Scenrio based question)

To effectively handle customer queries around the clock while ensuring a response time of under 3 hours, Growth School can implement the following process:

Centralized Query Management System: Establish a centralized system to manage customer queries from all channels, including email, social media, website chat, and phone calls. This system should integrate all communication channels into one platform for easier monitoring and response.

Dedicated Response Team: Assign a dedicated team responsible for monitoring and responding to customer queries at all times. This team should consist of trained customer service representatives who are knowledgeable about Growth School's products, services, and policies.

Rotating Shifts: Implement rotating shifts to ensure coverage of customer queries 24/7. Divide the team into shifts to cover different time zones and ensure continuous support throughout the day and night.

Priority Queuing: Implement a priority queuing system to categorize incoming queries based on urgency and complexity. This allows the team to prioritize responses to critical queries while managing less urgent ones efficiently.

Automated Acknowledgment: Set up an automated acknowledgment system to instantly respond to customer queries upon receipt. This acknowledgment should assure customers that their query has been received and will be addressed promptly.

Template Responses: Develop a library of template responses for common queries to streamline the response process. These templates can be customized as needed to address specific customer concerns while maintaining consistency in messaging.

Escalation Protocol: Establish an escalation protocol for handling complex or escalated queries that require input from higher-level support or management. Ensure clear guidelines for when and how to escalate issues to ensure timely resolution.

Continuous Monitoring and Reporting: Regularly monitor response times and customer satisfaction metrics to identify areas for improvement. Use reporting tools to track response times, query volumes, resolution rates, and customer feedback to make data-driven decisions for process optimization.

By implementing these strategies, Growth School can effectively manage customer queries around the clock while maintaining a commitment to respond within 3 hours, ensuring excellent customer service and satisfaction.

4. Your delay in response is due to internal team coordination, how will you approach the team member?

(Context: Let's say there's a program to start next week but the team has not fixed on the date & communications yet while the customers are getting furious)

(Scenario based question)

In a situation where internal team coordination delays our response time, especially when it's affecting customer satisfaction and upcoming program schedules, it's essential to address the issue promptly and effectively. Here's how I would approach the team member:

Schedule a Meeting: Arrange a one-on-one meeting with the team member responsible for the delay. Choose a time when both of us can discuss the issue without distractions and in a constructive manner.

Express Concern: Begin the conversation by expressing concern about the delay in internal coordination and its impact on customer satisfaction. Emphasize the importance of timely communication and collaboration, especially when dealing with upcoming programs.

Seek Understanding: Encourage the team member to share their perspective on why the coordination delay occurred. Listen actively and empathetically to understand any challenges or obstacles they may have faced in their role.

Clarify Expectations: Reinforce the importance of clear communication and collaboration within the team, particularly in situations where deadlines and customer expectations are involved. Clearly outline the expectations for timely responses and coordination moving forward.

Identify Solutions: Collaboratively brainstorm potential solutions to improve internal coordination and communication processes. Encourage the team member to share any ideas or suggestions they may have for addressing the root cause of the delay.

Provide Support: Offer assistance or resources to help the team member overcome any obstacles they may be facing in their role. This could include additional training, access to tools or technology, or reallocating responsibilities within the team.

Set Accountability: Establish clear accountability measures to ensure that the issue is addressed and that future delays are minimized. Define specific actions, timelines, and responsibilities for both the team member and yourself in resolving the coordination delay.

Follow-Up: Schedule a follow-up meeting to review progress and evaluate the effectiveness of the solutions implemented. This demonstrates your commitment to addressing the issue and ensures accountability moving forward.

By approaching the team member with empathy, understanding, and a collaborative mindset, we can work together to address the internal coordination delay and prevent similar issues from occurring in the future.

5.Imagine that we have denied the refund to the customer and now the customer claims that he will file a case against us and take legal action. What will be your reply, please draft an email.

Subject: Response to Threat of Legal Action Regarding Refund Denial

Dear [Customer's Name],

Thank you for your email and for expressing your concerns regarding the denial of your refund request for the 8week program at Growth School.

After carefully reviewing your request and considering our policies, we have determined that we are unable to accommodate your refund request at this time. As mentioned in our previous communication, Growth School has a strict no-refund policy in place, and this policy is applied consistently to all customers.

We understand your frustration with this decision, and we sincerely apologize for any inconvenience it may have caused you. However, we stand by our policies and believe they are in place to ensure fairness and integrity for all of our customers.

Regarding your mention of potential legal action, we take such matters seriously. However, we remain confident in the validity of our policies and procedures. We believe that our actions have been in accordance with the terms and conditions agreed upon at the time of purchase.

That being said, we are open to resolving this matter amicably and are willing to discuss any further concerns you may have. If you would like to explore alternative options or have any additional questions, please feel free to reach out to me directly.

Thank you for your understanding and cooperation in this matter. We value your patronage and hope to find a satisfactory resolution.

Best regards,

[Your Name]

[Your Position]

Growth School

6. We have received an email from a customer stating that the content we have needs to be updated, he needs new content and is not happy with the old content. What will be your reply, please draft an email.

Subject: Response to Request for Updated Content Dear

[Customer's Name],

Thank you for reaching out to us and sharing your feedback regarding the content available at Growth School.

We sincerely appreciate your input and understand your desire for fresh and updated content. At Growth School, we are committed to providing our customers with high-quality resources that are relevant and valuable for their learning and growth journey.

While we strive to keep our content up-to-date, we also recognize that there may be areas where improvements can be made. Your feedback is incredibly valuable to us, and we will take it into consideration as we continue to refine and enhance our offerings.

In the meantime, I would like to assure you that our team is constantly working to develop new content and resources to meet the evolving needs of our customers. We are dedicated to providing you with the best possible learning experience, and your satisfaction is our top priority.

If there are specific topics or areas of interest that you would like to see addressed in future content updates, please don't hesitate to let us know. Your input helps us tailor our content to better meet your needs and preferences.

Once again, thank you for taking the time to share your feedback with us. We value your continued support and look forward to serving you better in the future.

Best regards,

[Your Name]

[Your Position]

Growth School