

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)

Dear [Customer's Name],

I hope this message finds you well. Thank you for contacting us regarding your recent purchase of our 8-week program at Growth School. We appreciate your interest and your concerns.

In response to your query about our refund policy, I'd like to provide you with a detailed explanation:

- At Growth School, we have implemented a strict no-refund policy. This policy is in place to maintain the integrity of our programs and ensure that all participants receive the full benefits of the resources and support provided.
- Upon purchasing our program, you will have access to the program materials for a period of one year from the date of purchase. This duration allows you the flexibility to engage with the content at your own pace and revisit it as needed.
- We understand that balancing commitments can be challenging, which is why we offer the flexibility for you to participate in the program according to your schedule. You have the freedom to engage with the materials whenever it is convenient for you, allowing for a personalized learning experience.
- While we acknowledge your current time constraints, we encourage you to consider the long-term benefits that our program can offer. Our program is meticulously designed to provide valuable insights and strategies that can contribute to your personal and professional growth over time.
- Should you have any further questions or concerns regarding your participation in the program, please feel free to reach out to me directly. I am here to assist you in any way I can and address any specific needs or inquiries you may have.

We value your understanding and commitment to personal development, and we are dedicated to supporting you throughout your journey with Growth School. Thank you for entrusting us with your growth, and I look forward to hearing from you soon.

Warm regards,

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 XYZ,

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,

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3.(Situation Handling)

To efficiently manage customer inquiries around the clock while guaranteeing a response time of under 3 hours, Growth School can establish the following process:

- Implement a centralized system to oversee customer queries across all communication channels, including email, social media, website chat, and phone calls. This consolidation facilitates easier monitoring and response.
- Allocate a specialized team tasked with monitoring and addressing customer queries at all hours. This team should comprise trained customer service representatives well-versed in Growth School's offerings and policies.
- Enforce rotating shifts to ensure continuous coverage of customer queries 24/7. Divide the team into shifts to cater to different time zones and maintain uninterrupted support.
- Introduce a priority queuing mechanism to categorize incoming queries based on urgency and complexity. This enables the team to prioritize responses to critical inquiries while efficiently managing less urgent ones.
- Set up an automated acknowledgment system to promptly respond to customer queries upon receipt. This acknowledgment should reassure customers that their inquiry has been received and will be addressed in a timely manner.
- Develop a repository of template responses for frequently encountered queries to streamline the response process. Customize these templates as necessary to address specific customer concerns while ensuring consistency in communication.
- Establish a protocol for handling complex or escalated queries that necessitate input from higher-level support or management. Clearly outline guidelines for when and how to escalate issues to ensure prompt resolution.
- Regularly monitor response times and customer satisfaction metrics to pinpoint areas for improvement. Utilize reporting tools to track response times, query volumes, resolution rates, and customer feedback, enabling data-driven decisions for process refinement.

By implementing these measures, Growth School can effectively manage customer queries round-the-clock while upholding a commitment to respond within 3 hours, thereby fostering 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:

- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.

Dear XYZ,

Thank you for reaching out to us regarding your concerns about the denial of your refund request for the 8-week program at Growth School.

Upon careful consideration of your request and a thorough review of our policies, we regret to inform you that we are unable to accommodate your refund at this time. As outlined in our previous correspondence, Growth School adheres to a strict no-refund policy, which is consistently applied to all customers.

We understand your frustration with this decision and apologize for any inconvenience it may have caused you. However, we firmly stand by our policies as they are designed to uphold fairness and integrity for all our customers.

Regarding the mention of potential legal action, we take such matters seriously. Nonetheless, we are confident in the validity of our policies and procedures, which we believe have been consistently applied in accordance with the terms and conditions agreed upon at the time of purchase.

While we are unable to offer a refund, we are committed to resolving this matter amicably. If you have any further concerns or would like to explore alternative options, please do not hesitate to contact me directly.

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

Best regards,

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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: Re: Response to Request for Updated Content

Dear [Customer's Name],

Thank you for reaching out to us and providing feedback on the content available at Growth School.

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

While we endeavor to keep our content up-to-date, we also acknowledge that there is always room for improvement. Your feedback is immensely valuable to us, and we will carefully consider it as we continue to refine and enrich our offerings.

I want to assure you that our team is tirelessly working to develop new content and resources to address the evolving needs of our customers. We are dedicated to delivering the best possible learning experience, and your satisfaction remains our utmost priority.

If there are specific topics or areas of interest that you would like to see covered in future content updates, please do not hesitate to inform us. Your input guides us in tailoring our content to better meet your needs and preferences.

Once again, thank you for taking the time to share your feedback with us. We deeply value your ongoing support and eagerly anticipate the opportunity to better serve you in the future.

Best regards,

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