

**Customer service** scenario card:

**L3**

While you are blocking and fronting items in the pharmacy section, a customer approaches you with an item, frowning, and says, *"This price is ridiculous. Do you really expect me to pay this?"*

What do you say and how do you say it?

**Customer service** cenario card:

**L3**

You are putting out merchandise in a display near the front door. A customer approaches you with a bag in his hands and says, *"I bought this here and it is broken. I need a refund."*

What do you say and how do you say it?

**Customer service** scenario card:

**L3**

You are stocking shelves at a store. A customer and her child walk by, and the child knocks a jar off of the shelf. Liquid and glass go everywhere. The customer says, *"I'm so sorry."*

What do you say & do and how do you say it?

**Customer service** scenario card:

**L3**

You have taken a cart with 5 boxes of merchandise onto the sales floor and are rotating stock and stocking shelves. A customer with a cart approaches you and says in an angry voice, *"You are in my way. Can you please move?"*

What do you say & do and how do you say it?

**Customer service** scenario card:

**L3**

You are stocking shelves on the sales floor. A customer approaches you and speaks to you in a language you do not understand.

What do you do?

**Merchandise processing** scenario card:

**L3**

While you are unloading boxes from a delivery truck, the driver asks you to sign for the items. You have not signed for a delivery before, and your supervisor has not told you it is part of your job tasks.

What do you say?

**Merchandise processing** scenario card:

L3

You are hanging clothes on a display rack in the store. The rack topples over and many of the clothes fall off of their hangers. The rack is too heavy for you to lift on your own.

What do you do?

**Electronic filing** scenario card:

L3

You are typing information into a spreadsheet when your computer freezes, then resets itself. When you logon, you find that the spreadsheet did not save and all of your work is missing.

What do you do?