

WHAT-IF ARSENAL EXERCISE

Solving Customer Problems

Devise a list of solutions that will go in the What-If Arsenal. In the left-hand column write the problems the employees discussed in the previous exercise. In the right-hand column, write about the best practice solutions to these problems.

CURRENT PROBLEMS	BEST PRACTICES/ SOLUTIONS
<p>Customer are always complaining that we don't have their car ready by the promised delivery time. A customer just said to me on Friday, "You guys never have my car ready by the promised time. I dropped my car off at 8:00, and you told me that it would be ready at noon. I rushed over here, and it's not ready.</p>	<p>Suggested responses for Front Line Employee: I apologize that we weren't able to meet your expectations. Please tell me what we can do to make you happy and exceed your expectations. Or Can we offer you a free car wash for your extended wait? Again, I apologize for us not having your car ready. Or The management team should implement a policy to deliver on the promise made to the customer. A check should be made by the manager within one hour of the promised delivery time. If additional time is required, the manager should contact the customer and make them aware of the new delivery time.</p>