



Student A – Making enquiries

There is a power cut on your street and you have had no electricity for twelve hours. You phoned the power company just after it happened and were told to phone back later in the day after they had investigated the problem. You are now phoning for a second time.

- Find out when the power will be switched on again.
- Find out what the problem was and if it will happen again.
- Find out why there are not any engineers working on the problem now (there were some this morning).
- Find out what compensation you can expect to receive.
- Explain how inconvenient it has been and how unhappy you are with the situation.

Phone Customer Service now!

Student A – Managing enquiries

You work in the customer service department of a national bank, CTB. You deal with customer complaints and problems. A customer is going to phone you regarding a cloned cash card. Their money was stolen but the bank has not refunded it yet.

- Ask for personal and bank account details as well as security passwords.
- Apologise that the computer system is really slow today.
- Explain that the customer has not received a refund because the bank has not received a police crime reference number yet.
- Explain refunds take a minimum of ten working days.
- Explain customers should not normally have to pay overdraft charges in these circumstances. You can ask your supervisor to refund the charges immediately.

Start the conversation with: Hello this is CTB. This is (name) speaking. How can I help you?

Student B – Managing enquiries

You work in the customer service department of a national power company, EGON Power. A customer experiencing a power cut is going to phone you for the second time about the problem.

- Ask for their personal details and account number.
- Apologise for the fact that the computer system is really slow today.
- Explain that the problem is complex and will take up to three days to repair as special equipment is needed.
- Explain that engineers only work for eight hours and then another team arrive.
- Compensation is paid after thirty-six hours with no power.

Start the conversation with: Hello this EGON Power, I'm (name). How can I help you?

Student B – Making enquiries

Your cash card was cloned and over \$1500 was taken from your account. The bank accepted it was not your fault and promised to refund the money. Three weeks later they have not done this and you are now paying overdraft charges.

- Explain the situation to the customer service representative.
- Find out why the money has not been refunded and when you will receive it.
- Explain that you have already given the bank the police crime reference number.
- Explain that you need money desperately as you have to pay your rent this week.
- Find out why you are paying overdraft charges. It is not your fault that your account is overdrawn.

Phone Customer Service now!