

B12 Communicating with Customers

Problem Solving

What would you do in the following scenarios, please give detailed answers:

1. A customer hasn't got enough money to pay for a product in the College Shop	
2. A customer would like to buy a product but it is not in stock	
3. A customer has put a product in her\his bag and goes to walk out the door without paying for it	
4. The fire alarm goes off in the shop and you have 5 customers in the Shop	
5. A customer asks for you to reserve an item for them	
6. A customer passes out in the Shop	
7. A customer spills a drink on the floor	
8. A customer is very upset and wants to talk to you but you have a big queue	