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| **Name** |  | **Form** |  |

**Task Three – Customer Service** <https://youtu.be/c8WNmPpqOMA>

At ‘The Sovini Group’ we pride ourselves on offering an outstanding level of Customer Service to all of our internal and external clients.

**Read the four scenarios below** and type below each one how you would deal with each situation to ensure that the highest level of customer service has been demonstrated.

**“Customer Service - the assistance and advice provided by a company to those people who buy or use its products or services”**

Think of the impact and effect that your actions would have on everybody involved and the skills that you would need to handle each situation:

**Scenario 1:**

You are an operative going out to fix someone’s boiler. If the tenant has no Covid-19 symptoms and you are able to access their property you need to ask them to either stay in a different room or respect the 2 meter distance rule. This particular tenant demands that they stay in the room where you are working and keeps invading your personal space whilst you work.

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| How would you deal with this? |
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**Scenario 2:**

You go to a tenant’s home to collect rent. You cannot leave until there is a plan in place to receive the rent. From the moment you knock at their property they are rude and refuse to pay.

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| How would you deal with this? |
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**Scenario 3:**

An external company calls the Business and gets through to you. They are demanding that an issue is sorted there and then but it is not something you deal with – it would be the finance department but they do not give you a chance to tell them this.

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| What would you do to calm the situation before passing them through to finance? |
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**Scenario 4:**

A senior manager has asked you very last minute to complete a task that is urgent but you have 2 other tasks that are urgent too.

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| How would you deal with this remembering that you are there to offer a service to the business? |
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Thank you for completing this task on The Sovini Group

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