

## ***Customer Service***

***You are talking to a rude and demanding patient and know that she is a Chamber of Commerce board member. You know that she has not made a payment against her balance in months, and this is not her first time demanding an immediate appointment. How do you respond to her demand?***

- a) You scold this woman for her rudeness and inform her that her attitude is not helping her cause. You tell her that she should be embarrassed since she is a chamber board member.
- b) She, of all people, should know how to handle her accounts. You think she should not be given any special consideration whatsoever, and tell her she may make an appointment like any other customer.
- c) You ignore her demands and handle this issue no different than any other appointment.
- d) You will let the doctor or a supervisor make this decision, but you point out her account history.
- e) This is a decision for a doctor or supervisor. You assume they know all about this patient.
- f) You know that the doctor would not want there to be a 'scene' and decide to give her an immediate appointment.

### ***Discussion Points:***

- 1) How does a customer's attitude affect your decision, and more importantly, how should it affect your response?
- 2) Why are some people rude and demanding?
  - a) They feel they must be, in order to 'win.'
  - b) It is their personality and they cannot or will not change.
- 3) Does passing a decision like this to a supervisor put him or her in an uncomfortable position? Does this make a difference, if following standard procedures would result in a rejection of a customer request?
- 4) Should a customer's standing in the community affect your level of service in any way, and why or why not?