



Furniture and Appliance Customer Service Training Sample

Issues

Common Situations #1.

You are writing orders and working the cash register. A customer is complaining that your service is terribly slow. You know that the delay was caused by the previous customer's credit card authorization problems. How do you respond to this customer?

Sample
Game
Cards

(Shown
smaller than
the Actual
3 1/8" by
2 1/4" size)

Difficult to Handle Situations.

Yesterday, a suspicious acting customer left the store with a new rocking chair. Today he returns with a broken version of what he just purchased. Inspecting the chair you notice a fair amount of wear. What do you tell the "quick switch man?"

Unusual Requests.

A woman is on the phone, asking you to refrain from cleaning or waxing any furniture for the next half-hour. She claims that the smell gives her migraine headaches and she wants to shop in peace. What do you say to this woman's request?

Common Situations #2.

A customer is having trouble deciding whether to purchase one chair or another. Should you give your opinion when helping this customer?

Warranty and Policy Issues.

A woman wants to return a couch. She is complaining that after her child spilled some grape juice on an armrest, the fabric guard did not keep the couch from becoming stained. Questioning her further, you discover that she did not follow the cleaning directions, and actually fixed the stain into the fabric. What do you say to this customer?

Sales Opportunities.

Name two of the most obvious nonverbal keys indicating that a customer needs assistance.

Criminal Implications.

It's a busy Saturday and a person is attempting to pay for a loveseat. You suspect that one of the bills is a counterfeit. What do you do now?

Questions about Human Motives.

What is the best-perceived advantage a specialty furniture store has over a department store with a furniture department?