



## Government Case Worker Customer Service Module Sample

### Issues

#### *Client Confusion.*

A client is complaining that her unemployment benefit has not been received. You note she said she had been hired a couple of weeks ago. Now she says that she was lied to and did not get the job as hoped. What do you say to this client?

### Sample Game Cards

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

#### *CSR Basics.*

You answer a call from a gentleman complaining about the service he has received from one particular caseworker. What is the procedure for taking and routing this complaint?

#### *Common Customer Concerns.*

A taxpayer is requesting specific information about her Workman's Compensation claim. The investigator for this claim has this file listed as "Pending" and has taken no action, nor made any recommendations concerning her claim. What do you say to this anxious sounding woman?

#### *Setting the Limits.*

A person is calling and is asking you to tell him exactly what he must do to qualify for a particular aid program. Do you give him the information he is requesting, or do you insist on reviewing his case as it is currently?

#### *Taking the Next Step.*

A resident is calling and asking why her Food Stamp Card has not arrived. You notice that her account is showing considerable activity. What do you say or do?

#### *Standard Operating Procedures*

A business owner calls again, asking how long it will take before his application will be reviewed for approval. You have a large case load and you can not get to his application for a few days. He is getting to be a past. What is your answer?

#### *Areas of Judgment.*

A person says he wants to thank you for the work you did reviewing his case, and is offering to give you a couple of tickets to a local movie theater. How do you respond?

#### *Standard Operating Procedures #2.*

How do you insure that you do not give out account information to unauthorized individuals?