



# Building Material and Hardware Customer Service Training Sample

Issues

*Common situations.*

**A customer is on the phone, asking whether you carry a particular brand of hand tools. What other information might you get for this customer?**

Sample  
Game  
Cards

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

*Difficult to handle situations.*

**A customer has brought in a curtain rod set, claiming that it has faulty workmanship. You notice that the customer has brought this back in the bag of a competing store. What do you say and do?**

*Stressful situations.*

**You are working a cash register. A customer is complaining that your line 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?**

*Unusual complaints.*

**A frustrated homeowner wants an answer now. It seems that this man started to build a storage shed. He is suggesting that all lumber companies are guilty of false advertising. He points out that a 2 by 4 is not two inches by four inches. What is your answer to man with a short temper?**

*Regulatory implications.*

**Is it acceptable to bend a store policy for a friend or well-known customer?**

*Warranty and policy issues.*

**A suspicious customer just left the store with a new paint sprayer. A few moments later he has returned with a broken version of what he just purchased. Inspecting the item you notice a fair amount of wear. What do you tell the "quick switch man?"**

*A few unexpected situations.*

**In the past a man complained about your discounted pricing for contractors. Knowing this fact, today he is claiming that he too is a contractor. What do you tell the man on a mission?**

*Criminal implications?*

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