



# Industrial Parts Warehouse Customer Service Training Sample

Issues

*Common Situations #1.*

**A new Service Department technician calls from the roof of a local school. He is trying to repair an old gas air-conditioner and wants to know if you will look for a relay based on a description. What do you say or do?**

Sample  
Game  
Cards

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

*Difficult to Handle Situations.*

**You call the shipping company and find out that the part you ordered for overnight delivery is stuck on a plane that cannot take off because of weather. What do you say, or do for our customer?**

*Unusual Requests.*

**A customer calls, asking if you would stay open late an extra fifteen minutes so he could pick up a part. He tells you that he is leaving early the next morning for a service call 200 miles away. What is your answer?**

*Common Situations #2.*

**Twice, a Service Manager has called and we have had a part delayed from its expected delivery date. The Service Manager is quite angry that we cannot deliver as promised. What is the best solution so there is not future disappointment?**

*Warranty and Policy Issues.*

**There has been a recent recall of a series of motors. You know that you have returned all questionable motors to the manufacturer. You note a technician hesitating whether to order the replacement motor. What do you say, if anything, to reassure this customer?**

*Anticipating Problems.*

**You are speaking with a representative at the central distribution center. You are assured the part needed is in stock and will ship today, but you remember the last time you ordered this exact part, it was not shipped for a week. What do you do to ensure our customer gets the part as needed?**

*Limits of the Business.*

**A technician on his cell phone wants to know if we can get a complete schematic for a relay in unit built in 1982. He says he cannot seem to find a model number anywhere. What will you say or do from here?**

*Special Orders.*

**A customer had placed a special order for an older legacy part. The day before the expected arrival date, the customer calls to cancel the one-of-a-kind item. What do you say?**