



Public & Government Utility Customer Service Training Module Sample

Issues

Customer Confusion.

A customer calls, complaining that his water service has been terminated. You note that he called, and put in a stop-service request earlier in the week. It appears, that he said he was moving. How do you calm this customer?

Sample Game Cards

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

Service Basics.

A customer is complaining she had to wait behind four people in line, and wants to know why you do not have more clerks available at all times. How do you answer this woman?

Common Customer Concerns.

A customer asks if we offer a lower cost to sick or elderly customers. What do you say?

Setting the Limits.

A person has called you with a request and then puts you on hold. How long will you wait before hanging up on the customer?

Making it Right.

A woman demands to know why her service was terminated. In checking your records, you note that two residents have the same name, and live on the same street. The other resident has a history of late payments. What do you do to fix the situation for today and in the future?

Standard Operating Procedures

Last week, a young woman came in and asked you to disconnect her service effective immediately. Today, her husband comes in furious that you stopped the service, since he will continue living in the house pending their divorce. What do you say to him?

Stressful Situations.

A couple is arguing about how their utility bill was not paid because the husband "drank his paycheck." It is getting heated and a few other customers have taken note of the quarrel. What do you do?

Standard Operating Procedures #2.

A man wants to get a copy of his account. You are told he is making this request because he is refinancing his home and needs proof his account is current. How do you respond to this request?