



Sporting Goods Customer Service Training Sample

Issues

Common Situations.

A customer is on the phone, asking whether you carry a particular brand and size of hiking boots. 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 fishing reel, claiming that it has faulty workmanship. You notice that the customer has brought in this reel in the bag of a competing store. What do you say and do?

Common Customer Concerns.

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?

Setting the Limits.

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

Warranty and Policy Issues.

A woman wants to return some silk jogging shorts. She is complaining about how much the shorts shank with just one washing. Questioning her further, you discover that she did not follow the washing directions, and used hot water. What do you do and say to this customer?

A Few Unexpected Situations.

You are working as a cashier on a holiday and the store is busy. While ringing up a credit card purchase, the phone lines go dead. You cannot complete your authorization. What do you say to the customer and what do you do?

Standard Operating Procedures?

A suspicious customer just left the store with a new sleeping bag. A few moments later he has returned with a pair with ripped stitching. Inspecting the item you notice a fair amount of wear. What do you tell the "quick switch man"?

Questions About Human Motives.

Does a nearly full parking lot, at your store, generally encourage potential customers to stop or to keep driving?