

BIE Homework Sheet

Year: 10

BTEC Business

Date issued: Wednesday 18/03/09

Date Due in: Monday 23/03/09

Customer Expectations

Is each of these responses right or wrong?

Scenario	Response	Is the response to the scenario right or wrong? What should have happened?
A customer comes back to a shop to return something. They don't have a receipt and it is company policy to only offer vouchers if no receipt is available. The customer is really angry and starts shouting and being aggressive.	The sales assistant gets very worried and starts panicking. They are afraid to tell their boss they find the customer difficult so they give a full cash refund.	
A wheel chair user is having trouble accessing items on the highest shelf.	A sales assistant walks past and asks if they need any assistance. They then offer to take them straight to the cash desk to pay.	
A woman is trying on a skirt and top in a changing room but is not able to get the right size.	The sales assistant is packing away clothes to be returned to the shop floor without noticing.	
A customer brings back a half-eaten ready meal saying there is an insect in it.	The sales assistant laughs and says they don't believe them.	
A big queue is developing and one of the cash desks runs out of till rolls.	The two assistants working either side chat about how badly supported they are at work and that there is never any till roll. The queue gets longer.	

All Homework must be handed in on the date requested.

If you hand in homework late or it is of an unacceptable standard you will be given a p6.