

Discussion Guide Scenario Descriptions

The eWORKs Soft Skills Discussion Guide provides numerous workplace scenarios and discussion prompts. This document provides a brief description of each one. Use this document along with the Discussion Guide Index to determine which scenarios correspond to the different soft skills.

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| 4. | Coworker wants to leave early. Asks you to cover for him. |
| 5. | Manager wants to send you on break. As you go, a customer asks you something. |
| 6. | You failed to clock in on time, because a customer stopped you. |
| 7. | You are asked to show someone how to use a machine you have never operated. |
| 8. | A coworker has a personal problem. Boss thinks you two are getting distracted from work. |
| 9. | A customer wants to return a product, but the time limit is over. |
| 10. | A customer calls, got a past due notice, insisted she paid. You see she has always paid on time. |
| 11. | You're a bank teller. It's slow and the boss says to do paperwork. Later it picks up, but the boss is out to lunch. |
| 12. | The boss is out of town. Customer calls. Says he is waiting for a promised report, and gets angry. |
| 13. | Your boss's boss asks for a report your boss promised, but didn't mention to you. |
| 14. | The boss is out but a staff member comes in for an appointment that is on the calendar. |
| 15. | A new product you are not to discuss. A customer calls and wants info. Your boss is out of town. |
| 16. | You have many tasks. Can't finish all of them. Then your boss asks for a lot of copying , but there is no one to assist you. |
| 17. | You support three people. One complains you don't give him as much time, but the others' projects are higher priority. |
| 18. | You are given work tasks with competing demands and different priorities. |
| 19. | You need to make arrangements for accommodations for 15 out-of-town managers. |
| 20. | You need coworkers' info to do a weekly report, but one of them, a new person, doesn't provide it, saying it's a waste of time. |
| 21. | You have to make changes to office procedures. How do you ensure they are accepted and followed? |
| 22. | You need input from coworkers to do your routine job, but one is often late in giving it, making you late. |
| 23. | A job you had is given to others. You helped them at first, but one doesn't want to do it. He wants you to do it, and you have the time. |
| 24. | In a shoe store. Customer is confused and doesn't know where to start. |
| 25. | At the perfume counter. A man is confused, it is a new experience for him, doesn't know what to buy. |

26. The electronics department. A customer is confused, ask you to explain features and benefits of several products.
27. A customer buys a treadmill, but can't get it home. The store has delivery. Customer asked you to call an hour before delivery.
28. Children clothing department. An old lady needs help with the sizing chart. It's easy to follow, but she does not have her glasses. There are several people in line.
29. Man complains about a lawnmower. You did not sell it to him and you don't know much about it. You are filling in for a coworker.
30. You will finish your job just in time for break. And new coworker worked through break and finished his task early but he did it wrong.
31. A customer asked for something that clearly cannot be done per store policy.
32. A customer asked for an exception to policy. You don't have the authority, and boss is out to lunch for an hour.
33. A customer seeks a refund for luggage, but no one in that department has helped so he came to your department. Store policy is that refunds have to be handled by the selling department.
34. Same as 31.
35. The company requires a deposit from new customers, but one gets upset and refuses to pay. Criticizes the company and insults you personally.
36. Same as 10.
37. A customer makes an unreasonable or unjustified demand.
38. A customer is one day late with her payment, first time ever, and wants you to waive the penalty so her credit isn't damaged. Your computer is down so you cannot check her history.
39. A customer complains about your monthly service fee. No one told her about this when she signed up for the service.
40. Same as 9.
42. Your boss gives you a task. An angry customer calls, and needs some invoices today. There is no time to do both.
43. A customer calls and immediately asks to speak to your boss.
44. An angry customer calls. Expected service at 10:00 per Dave, but no one came. Nothing on the calendar but you do have a rep named Dave.
45. Customer wants to buy, but when you tell her the price, she wants to think it over.
46. Customer wants more time to pay, and you have the authority. What info do you seek?
47. Same as 32.
48. N/A
49. Customer is not able to access your service, you know that a power surge damaged your equipment and repairs are in progress.

50. Same as 34.
51. A customer says yesterday's deposit was \$120 but he got a receipt for \$100. Your books balance, so the customer seems to be in error.
52. Customer had his third bounced check in two months. The first two checks the bank didn't penalize. Customer asked for the penalty to be waived again.
53. A customer wants cash back on his deposit but he doesn't have his ID with him. He's been with you for five years.
54. A person wants a \$50 money order but his boss didn't give him the two dollar fee and he doesn't have it. His boss is your customer.
55. A customer wants to deposit a large check but can't wait for it to clear, needs the cash today. He's been with you for three months.
56. Same as 32
57. You are opening accounts for a new company, and you need another 15 minutes. Long time customer calls with an emergency and needs about 10 minutes of your time.
58. It is very busy at the bank, and a customer complains about a 50 Cent, non-bank, ATM charge, and demands to talk to the manager.
59. A customer's deposit on Friday didn't credit until Tuesday due to a holiday. He incurred penalties and he has been with you for two years holding small accounts.
60. A customer lost his card in the ATM and could not cover his check on time. You see he used the wrong pin.
61. A customer has an account and seeks balance info on his wife's account.