

## Self-Test: What skills would you use?

### Scenario A:

You are at a local clothing store and a customer comes in and tries to return something but does not have the receipt. You tell her she cannot return it, and she starts yelling and demanding her money back. How should the manager handle the upset customer situation?

Answer:

### Scenario B:

When working in the health care field you have to communicate with many different groups of people. You have to be able to effectively communicate with patients, doctors, surgeons, and others. What communication tips would you give to a new managerial worker?

Your Answer:



## Answers:

### Scenario A

*Approach with a friendly smile and ask the customer to explain the problem. While listening, nod your head and gesture to show her that you are listening to what she is saying. After she is done speaking, explain the return policy to her in a gentle tone, do not show annoyance or anger. Then tell her that you cannot return her money, but you can give her store credit (or whatever your store policy is for this type of situation).*

### Scenario B:

*You have to communicate with everyone in your place of work; whether that is a hospital, doctor's office, etc. Here are some other responses for a new managerial worker:*

- You need to always make sure that employees are kept up to date on information in a timely manner.*
- It will be your job to assign job duties to employees. Use a polite tone so they do not think that you are barking orders at them. Although you are their boss, you do not want them to think that you are unapproachable.*
- You should give encouragement and praise to your workers. Make it known that you appreciate the work they do.*
- When emailing, make sure you use a professional but friendly tone. Be clear on what you are writing about.*



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