

# **Paul Robbins training and consultancy**

## **AAT Access Award in Business Skills**

### **Polite Communication with Colleagues and Customers**

#### **Class Exercise *Model Answer***

***You work as a supervisor in the Accounts Department of Sparks Components, a company that supplies electrical components.***

***You have just received a complaint from Vernon Volt (VV), the Managing Director of Wycombe Wiring, one of Sparks Components' biggest customers. Vernon called the Accounts Department to query an invoice that was sent to him, but claimed that he was spoken to in a rude and unprofessional manner.***

***You have found out that he spoke to Amy Amps (AA), an apprentice in the Accounts Department of Sparks Components. As all calls are recorded, you have obtained a recording of the conversation and this is what you heard:***

***(AA) "Hello?"***

***(VV) "Am I speaking to the Accounts Department of Sparks Components?"***

***(AA) "Yeah, who's this?"***

***(VV) "This is Vernon Volt from Wycombe Wiring."***

***(AA) "Um, OK, what do you want?"***

***(VV) "I am calling with a query about your sales invoice number 387."***

***(AA) "What's the problem with it, then?"***

***(VV) "I have been invoiced for some components that I did not order."***

***(AA) "Well, I didn't raise the invoice, so it's like, not really my problem."***

***(VV) "Maybe you didn't raise the invoice personally, but as a member of the Accounts Department you need to look into the matter for me."***

***(AA) "Hold on a second, my boyfriend has just texted me."***

***(VV) "Please could you focus on what I am calling about."***

***(AA) "Alright, keep your hair on! I am just going to look at it now. Oh yeah, I think that Fulham Fuses ordered those components and you were billed instead. That sucks, I am going to have to fix this, whoever raised this invoice is such a stupid idiot."***

***(VV) "Can I confirm that you will cancel this invoice and send me a replacement invoice?"***

**(AA) “Yeah, I suppose so, after I have got my nails done at lunchtime and got through the million other things I have to do today.”**

**(VV) “Please could you ensure that the invoice is sent by the end of the week.”**

**(AA) “Alright then, got to go now, bye-bye!”**

### **Task 1**

**You should identify eight things that Amy Amps did incorrectly during the telephone conversation with Vernon Volt.**

***She did not answer the telephone with the appropriate corporate greeting and opening salutation, including not giving her name.***

***She didn't take responsibility or ownership for the problem.***

***She was repeatedly rude and offensive to the customer.***

***She interrupted the customer to read a text from her boyfriend.***

***She did not apologise to the customer for the mistake that was made.***

***She spoke rudely and disrespectfully about her colleagues.***

***She breached confidentiality by telling the customer who ordered the components that were invoiced to him in error.***

***She did not end the call politely and with the correct closing salutation.***

### **Task 2**

**You should write out how the conversation with Vernon Volt should have gone so that you can train Amy Amps to deal with telephone calls correctly in future.**

***(AA) "Good Morning, Sparks Components Accounts Department. This is Amy Amps speaking, how can I help?"***

***(VV) "This is Vernon Volt from Wycombe Wiring."***

***(AA) "Hello Mr Volt, how can I help you?"***

***(VV) "I am calling with a query about your sales invoice number 387."***

***(AA) "I will just get the invoice up on my screen. Please could you let me know which item or items on the invoice that your query relates to?"***

***(VV) "I have been invoiced for some components that I did not order."***

***(AA) "Please could I place you on hold a moment whilst I look into the matter in more detail.... yes, I do apologise, it appears that you have been invoiced in error for some components that were ordered by another customer."***

***(VV) "Can I confirm that you will cancel this invoice and send me a replacement invoice?"***

***(AA) "Yes Mr Volt, I will arrange for this to be done today and you should receive a replacement invoice in the next few days."***

***(VV) "Thank you."***

***(AA) "Thank you for your call, Mr Volt, and apologies for the mistake with your invoice. Goodbye."***