

# Nebraska Future Business Leaders of America 2012 State Leadership Conference Client Service Case Study – Preliminary Round

**Directions:** Refer to pages 4-32 to 4-35 of the *Nebraska FBLA Handbook* for complete event details before responding to the scenario.

- Respond to the scenario below by providing your best solution to the situation.
- Prepare your solution as two double-spaced pages of text using 11-point font and one-inch side margins.
- Include a bibliography of research support as the third page of the document using any acceptable bibliography format.
- Place the event name, competitor's name, and chapter name in the upper right corner of the page.
- Submit your solution by the SLC registration deadline of **February 15**.

## Scenario

Juan Sanchez purchased his new Tenley laptop computer in May, 2011. Two weeks after the purchase, the keyboard and mouse stopped working. Juan attached an external keyboard and mouse, which worked, but these external devices weren't an acceptable permanent solution. Therefore, Juan took the laptop to the Tenley Computer Store where he purchased the computer. He explained the situation, and the service representative indicated the repair would take about two weeks. The company replaced the part related to import devices.

Juan used the computer for two weeks when the keyboard and mouse stop working a second time. He returned the laptop to the Tenley Computer Store explaining the situation and stating that he thought something more was wrong with the computer since the part for import devices had been replaced, and the replacement didn't provide a permanent repair. Once again the computer was kept for two weeks to replace the import devices part.

Juan used the computer for one week when the keyboard and mouse stopped working again. Now over two months after purchasing the computer, Juan still does not have a working laptop. The Tenley Computer Store suggests that this is a software issue and wipes the computer and reboots the computer with a new operating system installation—another week lost to repairs.

After the reinstallation of the operating system, the keyboard and mouse worked for 2 ½ weeks and then were no longer operational. Juan is extremely frustrated when he takes the laptop to the Tenley Computer Store for assistance. He explains that he has been a faithful user of Tenley computers. He asks that he be given a new laptop since he has not had a working computer for three months!

The Tenley employee explains that they will work hard to find a solution, but the company policy does not allow for a complete replacement until at least three major overhauls are completed. Replacing the import devices part is not considered a major overhaul. This time the computer is sent to the company where the import devices part as well as the logic board is replaced. This repair is considered the first major overhaul; the computer is shipped to the manufacturer taking three weeks while Juan is left without a computer.

Juan picks up his computer and once again after a week, the keyboard and mouse stop working. An angry Juan returns to the store with the laptop. As the customer service representative, what steps will you take to handle the situation? At a minimum, you will want to cover the following:

- What will be your first response to this unhappy customer?
- What solution(s) will you offer to the customer? In your response, indicate why you would recommend these solutions.
- What response for the solution(s) would you anticipate from the customer? How would you reply to the customer's anticipated response?