



## Nebraska Future Business Leaders of America 2022 State Leadership Conference Client Service Case Study – Preliminary Round

**Directions:** Refer to the *Nebraska FBLA Handbook* for complete event details.

- 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 14**.

### Client Service Scenario

#### Position and Company

You are employed as a customer service representative for the Diamond Hotel, which prides itself on quality customer service and repeat customers. The highest status a customer can receive is the premiere customer status. You have been working for one year checking in guests at the registration desk.

#### Scenario

Jim Smith is a premiere customer of the Diamond Hotel, who stays at the hotel on a regular basis. Mr. Smith is on a business trip and his administrative assistant booked a reservation at the Diamond Hotel for the evening of February 14. Mr. Smith plans to arrive late in the evening after his 7 p.m. flight arrives at the airport.

The hotel ran a special offer for Valentine's Day weekend, February 13-14. The response to the special offer was overwhelming resulting in a sold-out hotel. On February 12, the reservation system crashes. The staff works 24 hours solid to re-establish the reservations and provide for a glamorous Valentine's Day weekend for their guests. Thanks to the great efforts of the staff, the guests are accommodated, and all goes well for the Valentine's Day weekend.

Mr. Smith's plane is delayed, and he arrives at the hotel at 11:30 p.m. on the evening of February 14. When he arrives, he learns that the hotel is sold out, and his reservation does not appear in the computer system.

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 premiere customer?
- Listing them in priority order, what are three solutions you would recommend to the customer?
- In your response, indicate why you would recommend these solutions.
- What response for each solution would you anticipate from the customer?
- How would you reply to the customer's response?