

PHONE ROLEPLAY

Using the shop phone and someone's cell phone, roleplay each of these scenarios. Have the person playing the customer use their phone from outside, with coworkers listening in to the "salesperson" on the shop phone. Do at least two prompts per day, changing the prompts every day!

After each interaction, discuss how the call went, and what opportunities we have for improvement. Think about...

- **How was the person's greeting?**
 - **When it is appropriate to put someone on hold vs. calling back?**
 - **Did we give the customer a clear idea of what happens next (or invite them to the store)?**
 - **Did we get all of the information we'd need to follow up if necessary?**
 - **What questions did we ask to get that information?**
1. A customer calls asking about the status of the tire they ordered at the New Phila shop. They're calling you at the Massillon shop.
 2. Customer special-ordered a bike from Liz, who called and left them a voicemail yesterday letting them know it was ready to be picked up. Customer is now returning that call, but Liz is not working today.
 3. Customer dropped off a bike for repair a week ago, and the original estimate was \$120. You're tearing into it today, and you realize the rear wheel is bent beyond truing. A new wheel will bump the estimate up closer to \$200. You need to call the customer.
 4. Customer calls and says they purchased a Marlin 7 from the shop a month ago, and now it isn't shifting correctly. They are very upset and say they want to return the bike.
 5. Customer calls looking for a left-hand helicoil.
 6. Customer is working on a BMX restoration project and calls asking for advice. They want to know how to source vintage parts, including Mag wheels. They also want to know what might be causing loud clicking in the crank, and if we can talk them through how to fix it. And they want to know if we do custom paint jobs.
 7. Customer has a friend who just bought a Specialized MTB and loves it. Customer calls us asking if we sell Specialized bikes.
 8. Customer calls and says she spoke to Tyler last weekend about ebikes, he was super helpful, and she has some more questions for him. Tyler isn't working until Saturday, three days from now.
 9. Customer calls and wants to know what we charge for a wheel build.
 10. Customer calls to ask how much a tune-up is and "how all that works."
 11. Customer calls asking what the weight limit is on the bikes we sell.
 12. Customer calls asking what our cheapest bike is and what kind of financing we offer.