

Complex Complaints

Activity 3-1

Format: Individual

Time Frame: 00:30

Description

This activity provides students with an opportunity to practice complaint resolution.

Materials

- Activity sheet
- Pen or pencil

Instructions

1. Review the five complaints listed below.
2. Prioritize them in the order that you would address them.
3. Describe possible corrective actions for each complaint (more than one solution might be available).

Complaints:

- A. A resident calls and tells you that while shopping in a big box store, she noticed that several exits were blocked.

Priority: _____

Corrective Action:

- B. A resident of a condominium calls and complains about cars always parking in the fire lane.

Priority: _____

Corrective Action:

Fire Inspector 2A

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- C. The mayor of your community complains to the city manager that her neighbor's house is fire hazard because of the weeds and pack-rat-like conditions. The city manager calls you with the complaint.

Priority: _____

Corrective Action:

- D. A patron calls and complains that a night club he frequently visits is always overcrowded.

Priority: _____

Corrective Action:

- E. A patron calls and complains that on more than one occasion, while waiting for a table in a popular restaurant, what appears to be a fire alarm key pad is always beeping.

Priority: _____

Corrective Action: