

**Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ School: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employability Skills Area: Customer Service**

**Assignment Name: Buying to Solve a Problem**

**Directions**: Sometimes it’s a solution to a problem that a customer needs. Unfortunately, the problem the customer identifies may just be the surface issue. You will have to figure out the real problem. For example: If a student says to a librarian, “I need a good book for a book report,” he may really mean, “I need to make a good grade on this book report, so please recommend a book I’ll like and one I can write a good report about.” However, in order to offer good service, you will have to analyze what the customer says, and then decide what the underlying need, want, or problem really is. The following situations will give you a chance to practice this skill. Read the statements/scenarios below and then write a brief description on what you think the actual need, want, or problem is.

1. A customer asks a computer technician how quickly he can repair her computer.

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2. An elderly patient asks a physical therapist to help with her “awful arthritis problem.”

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3. A client says to a hair stylist, “Give me a good cut.”

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4. A project manager says to a bridge structural engineer, “Give me a design for a strong and stable bridge.” \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_