

Seconde partie de l'épreuve

Sandra East 5 hours ago

I have a dishwasher that has been...

I have a dishwasher that has been installed less than a month ago. On Christmas day it broke down. I rang and waited for half an hour to speak to someone and there was a problem on the phone so was told to ring back. I rang again and waited again for another half an hour to be told that no one can come out until January 5th. The call person spent most of the call trying to sell me extended warranty, which I do not need as it's a new appliance. Am not impressed with the whole experience and will not be buying from them again.

Mr Coleman Sep 22, 2020

I needed my dishwasher fixed but even...

I needed my dishwasher fixed but even though it was a Whirlpool machine they were unable to identify the problem and fix it, so I enrolled in cover that seems pointless and I am still waiting for it to be cancelled.

Marie Oct 15, 2020

Repair took three visits before it was...

Repair took three visits before it was finally decided that it couldn't be repaired. This meant that we had had a working fridge/freezer for less than a week over a whole month.

<https://uk.trustpilot.com>

Situation

You are the newly appointed After-Sales Service Assistant Manager and you have just read the online review page. You realise that clients are not satisfied. You decide to prepare some arguments to let the manager know about the situation.

Use the following hints:

- Expose the weaknesses revealed
- Suggest ideas to help your staff understand the importance of quality service
- spot the strengths of your company.