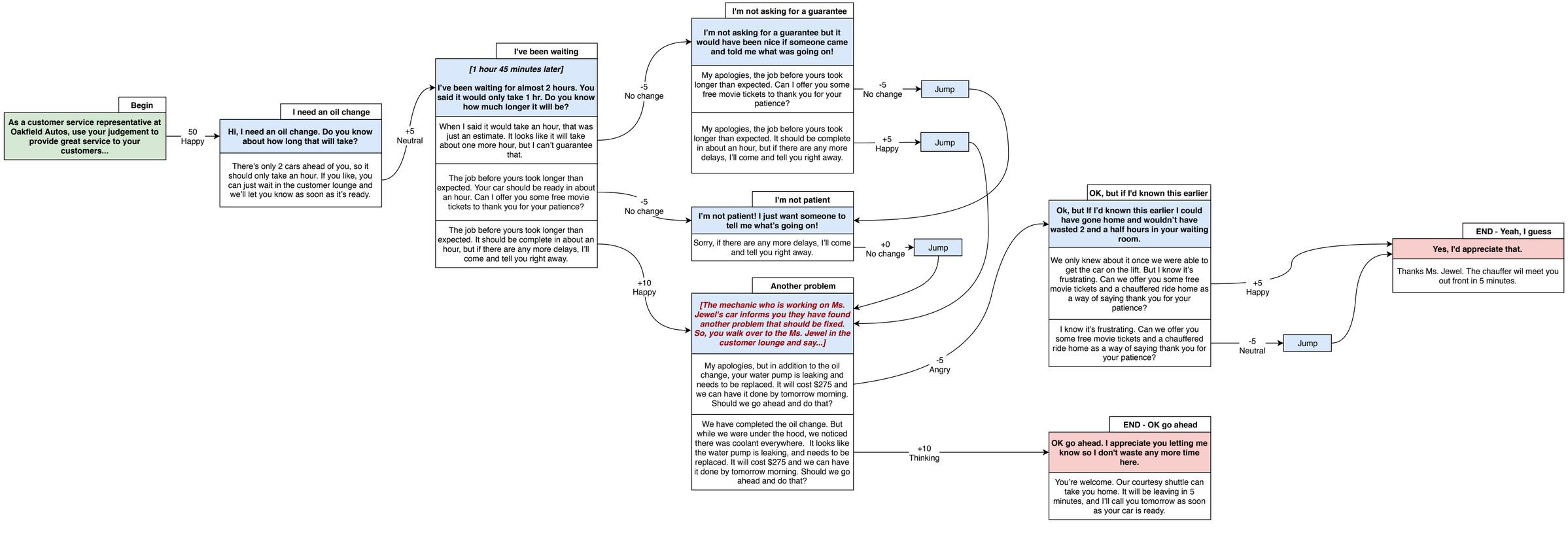
Begin
As a customer service representative at Oakfield Autos, use your judgement to provide great service to your customers...
50
Happy
I need an oil change
Hi, I need an oil change. Do you know about how long that will take?
There's only 2 cars ahead of you, so it should only take an hour. If you like, you can just wait in the customer lounge and we'll let you know as soon as it's ready.
+5
Neutral
I've been waiting
[1 hour 45 minutes later]
I've been waiting for almost 2 hours. You said it would only take 1 hr. Do you know how much longer it will be?
When I said it would take an hour, that was just an estimate. It looks like it will take about one more hour, but I can't guarantee that.
The job before yours took longer than expected. Your car should be ready in about an hour. Can I offer you some free movie tickets to thank you for your patience?
The job before yours took longer than expected. It should be complete in about an hour, but if there are any more delays, I'll come and tell you right away.
-5
No change
I'm not asking for a guarantee
I'm not asking for a guarantee but it would have been nice if someone came and told me what was going on!
My apologies, the job before yours took longer than expected. Can I offer you some free movie tickets to thank you for your patience?
-5
No change
Jump
My apologies, the job before yours took longer than expected. It should be complete in about an hour, but if there are any more delays, I'll come and tell you right away.
+5
Happy
Jump
-5
No change
I'm not patient
I'm not patient! I just want someone to tell me what's going on!
Sorry, if there are any more delays, I'll come and tell you right away.
+0
No change
Jump
+10
Happy
Another problem
[The mechanic who is working on Ms. Jewel's car informs you they have found another problem that should be fixed. So, you walk over to the Ms. Jewel in the customer lounge and say...]
My apologies, but in addition to the oil change, your water pump is leaking and needs to be replaced. It will cost $275 and we can have it done by tomorrow morning. Should we go ahead and do that?
-5
Angry
We have completed the oil change. But while we were under the hood, we noticed there was coolant everywhere. It looks like the water pump is leaking, and needs to be replaced. It will cost $275 and we can have it done by tomorrow morning. Should we go ahead and do that?
+10
Thinking
OK, but if I'd known this earlier
Ok, but If I'd known this earlier I could have gone home and wouldn't have wasted 2 and a half hours in your waiting room.
We only knew about it once we were able to get the car on the lift. But I know it's frustrating. Can we offer you some free movie tickets and a chauffered ride home as a way of saying thank you for your patience?
+5
Happy
I know it's frustrating. Can we offer you some free movie tickets and a chauffered ride home as a way of saying thank you for your patience?
-5
Neutral
Jump
END - Yeah, I guess
Yes, I'd appreciate that.
Thanks Ms. Jewel. The chauffer wil meet you out front in 5 minutes.
END - OK go ahead
OK go ahead. I appreciate you letting me know so I don't waste any more time here.
You're welcome. Our courtesy shuttle can take you home. It will be leaving in 5 minutes, and I'll call you tomorrow as soon as your car is ready.