



Day Four

TODAYS TASK

SCENARIO. This is a real situation:

You have a client on the phone who is extremely upset about a decanter he purchased for his brothers wedding from a retailer in another city.

During the wedding he presented the decanter to the couple and when he tried to open the coffret it would not budge, it was stuck solid and the clasp simply would not release even with a great deal of force. He felt completely humiliated in front of the 300 guests.

He later took the box to a locksmith to release the clasp, which they did.

The client is extremely upset and wants an apology directly from the CEO. He also wants a refund of the purchase price.

There was no damage to the decanter at all, just an apparent malfunction of the coffret clasp.

THE TASK:

How will you handle this scenario? Is this a difficult client or difficult behaviour? Is the client justified in his behaviour and in his demands?

Outline how you would deal with this situation if it were you.

TODAYS TASK

Complete your task by clicking the link below or to complete on your mobile phone please open your camera and point it at the QR Code

[HTTPS://LUX.AC/SCENARIO](https://lux.ac/scenario)



SCAN ME

NOW DO THIS

1. Go to link www.lux.ac/answers before midnight tonight
2. Upload your completed challenge.