

The goal is to earn at least **25** Customer Service Points (CS) and **15** Admin Points (AD), in no more than **510** minutes (an 8-1/2 hour work day).

If there is a – (example –2) you must subtract those points!

You must take all three breaks, and you must clean up and close the store.

TASK	TIME	POINTS	CHECK IF YOU CHOOSE
<p>A new display has arrived. Your manager would like it to be set up at the front of the store. This will involve:</p> <ul style="list-style-type: none"> • Dismantling the current display and removing from the store floor • Setting up the new display • Tiding up 	90 minutes	CS: - 2 AD: 10	
A customer comes in and tries on a pile of clothes and leaves the fitting room in a mess.	30 minutes	CS: -2 AD: 7	
A customer calls and would like you to research a new product you would like to purchase	30 minutes	CS: 5 AD: -3	
<p>A new shipment arrives and you need to re-organize the stockroom. This involves:</p> <ul style="list-style-type: none"> • Reviewing current inventory in the stockroom • Develop an organization plan for the stockroom • Move and replace inventory according to your plan • Label shelves <p>Place an inventory list and organization plan on the door of the stockroom</p>	180 minutes	CS: -7 AD: 15	
Breaks: you have 2 15 minute breaks and a 30 minute lunch break	60 minutes	CS: 0 AD: 9	X
The store has daily cleaning routines. Each one takes 30 minutes and must be done.	30 minutes	CS: -3 AD: 9	
<p>Closing routines (cash out, vacuum, garbage, tidy)</p> <p>The store closes at 6 and you are paid till 6:15</p>	30 minutes	CS: -1 AD: 6	
A regular customer comes in. She tells you that she is just looking and has no plans to buy anything – today. You know that if you spend time with her today she will come back and spend a lot of money.	40 minutes	CS: 10 AD: -4	
A customer calls. She is from out of town and wants to make sure you have exactly what she is looking for before she makes the trip in. She isn't coming today, and the time it takes to answer her questions will take away from what you can get done today. This customer calls every week but only makes it in to the store once every 6 months or so.	25 minutes	CS: 5 AD: -5	

TASK	TIME	POINTS	CHECK IF YOU CHOOSE
A customer comes into return a defective item. You have the opportunity to help her, or letting your co-worked help her. That would free up your time, but your co-worked is having a bad day and isn't likely to try to fix the situation correctly. If they help the customer you could loose the customer for good.	25 minutes	CS: 10 AD: -6	
A co-worker is struggling to help a customer. The customer has three small children with her and they are running wild through the store. Your help would be greatly appreciated by all but it will take time out away from what you need to get done.	30 minutes	CS: 8 AD: -5	
A customer wants your help picking out a gift for his wife. He is very indecisive and takes a long time to make up his mind. He doesn't look like he is going to spend a lot of money today. He tells you he does not like shopping and will likely be back in the future to purchase more gifts for his wife.	35 minutes	CS: 10 AD: -9	
Total Customer Service Points: Total Administrative Points: Total time in minutes:			

Reflection Questions:

1. Were you able to plan your day to achieve your goals?
2. Was it difficult to make decisions?
3. What did you take into consideration when choosing the tasks you would complete?