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| Situation | How would you feel? |
| Your manager has told you that one of your customers has complimented you on your attitude towards the customers at the Bungy Jumping site and how you kept on time when promising to go back to pick up other customers. |  |
| You used a smaller vehicle to pick up the customers from the airport than usual, and not all the luggage would fit in. You had a difficult conversation with the customer who was not pleased. You can understand why the customer is angry since you knew you would normally have a bigger van and felt you had let yourself and the company down. |  |
| You have sorted the problem out quickly by calling back and arranging for another van to be dispatched.  Your customer is grateful and thanks you for your trouble. |  |

LEARNING ACTIVITY: NEW ZEALAND COACH COMPANY

Word Document to be completed and uploaded to the Forum, New Zealand Coach Company