

SAMPLE 2

SCENE 3: Dr Kilgore



synopsis

Dr Kilgore needs to use the internet urgently and is dismayed when Min Rosebud tells him that all the library computers are in use. When a computer becomes free, Dr Kilgore asks for Rosebud's help in researching his family history. Rosebud politely refuses, but telephones Sez Thornhill for assistance.

focus of the training

How should we deal with customers who use our public computers?

suggested discussion points

- Should we give priority to customers who are in a hurry?
- How do we manage bookings on public computers?
- How much technical help should we give customers using our computers?
- Is Min Rosebud justified in refusing to help Dr Kilgore with his research?
- What are Rosebud's strengths when it comes to customer care?