**Travel issues needing resolution**

You are working as the temporary manager (frontline service personnel) at one of Bunjappy’s travel agencies. The travel agency has an online platform that includes all the process for air tickets, hotel bookings and car hire.

The hyperlink for the online platform is <https://www.skyscanner.com.au/>.

Your responsibilities include:

* Identify customer requirements and provide quality customer service to different internal and external customers to meet requirements.
* Assist customers in line with organisational customer service standards and within designated organisational response times.
* Demonstrate procedures to respond to and resolve customer complaints according to organisational policies and procedures.
* Demonstrate effective communication with the internal and external customers, including any with special needs.
* Seek formal and informal feedback from customers on the above service.

During your tasks, you need to demonstrate the skills and knowledge required to communicate effectively with and provide quality service to both internal and external customers by completing the job responsibilities specified above.

You have problems waiting to be solved. You have not caused the problems; you are acting in this role covering the manager of this site who is off from work due to an extended illness.

**Problem 1:**

An external customer calls your travel agency and wants to book air tickets from Melbourne to Delhi. It is an urgent trip and needs to occur within the next 7 days.

**Problem 2:**

An external customer has visited the agency. He has the following complaint:

*“I booked an “QANTAS” ticket from your travel centre. The front staff personnel has misspelled my name on the ticket booking and the date of return is incorrect – it is a day too early. I want the travel agency to correct my name on the ticket and arrange a new return flight.”*

**Problem 3:**

An external customer wants to hire a car for seven days in Brisbane and wants a comparison of mid-sized vehicles from the two cheapest companies. They asked for this information over a week ago – can she get the information today?

**Problem 4:**

An internal customer has called you and complained about one of the agent’s behaviours when the customer demanded a refund for the travel package.

Your roles and responsibilities:

When dealing with the above-given customers, you will act as “Frontline service personnel”.

The Frontline service personnel must follow these guidelines:

* Demonstrate empathy.
* Always maintain professional communications.
* Follow legislative and regulatory guidelines to resolve all concerns and issues.
* Manage and resolve complaints and customer inquiries.
* Endeavour to on-sell or up-sell options.
* Escalate matters to supervisors and managers according to organisational policies and procedures.

When communicating with the customer, you need to:

* Practise high standards of personal presentation and hygiene according to organisational requirements.
* Follow organisational customer service policies and procedures.
* Adhere to professional standards expected of service industry personnel.
* Respond to customer enquiries within the specified response time.
* Follow organisational policy and procedures to record customer complaints.

Your response can be in the form of one of the following:

1. Arrange to role play the four problems with your supervisor/teacher.
2. Provide a detailed written explanation of how you will deal with each problem ensuring you provide detailed explanations as to how you would go about this.
3. Video your role play of the four problems using persons outside of the school as the other participants.