

Respond to the customer

DC1 | First call | It is Tuesday at 11:00

You work for the supplier. Read your facts. Do not show this page to the customer. Find out what the customer needs before offering a solution.

1. Read your record

The order: six of 20 workshop packs delivered. The remaining 14 are currently scheduled for Wednesday at 10:00.

Your limit: you cannot confirm delivery before 12:00 today.

What you can do: ask dispatch to review the delivery schedule by 11:30; update the customer by 12:00, even if no new delivery time is confirmed.

A confirmed offer: six reusable packs are available to borrow. Collection is at 12:30 today; return by Friday at 17:00.

You do not know: how many packs the customer needs today or whether someone can collect. Ask. You cannot arrange collection for them.

2. Handle the call

Let the customer explain. Recognise the inconvenience. Check their number and deadline. Explain what you can offer and what you cannot confirm. Ask if the offer works. Confirm who will do what, and when.

If you need help: I'm sorry only ... arrived.

How many do you need today? Do you mean ... in total?

I can't confirm ... What I can offer is ...

Could someone collect ... and return them by ...?

I'll check with dispatch and update you by ...

So you'll ... and I'll ... Is that right?

3. Write your plan before comparing

What is confirmed? Write the number, action, person and time.

What is still unknown? Who will check, and when will you update?

Compare notes. Reopen the call if needed. Keep a delivery update separate from a delivery promise. Your teacher will give you private changes after feedback.