

Customer Service: The 'LAST' Approach

Listen

1. Find out what the problem is:

What seems to be the problem?

How can I help you?

2. Show you are listening

So what your saying is...(repeat what customer said.)

Let make sure I understand you correctly...(repeat what customer said).

3. If a person is being rude

I really want to help you, but your language is getting in the way. I understand that you are frustrated, so please calm down so that I can help you.

Apologize

I'm sorry you've had a bad experience

Solve

1. If you can solve the problem

Here's what we're going to do to help you...(say what you will do)

2. If you can't solve the problem

I am not sure how to resolve this situation, let me check with my manager/supervisor

Thank

Thank you for letting us know about this situation.

Negotiations

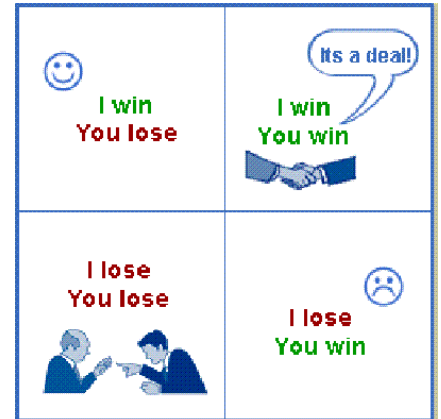
Definition: A discussion in which groups attempt to resolve a dispute.

In what type of situations would you need to negotiate?

- When 2 groups have conflicting goals
- When groups have conflicting priorities (similar goals, but different priorities)
- When conflicts must be resolved
- When there are limited resources

Before entering a negotiation you should:

- Have a clear goal or objective
- Known your criteria for success
- Be willing to compromise
- Be willing to gives concessions
- Be willing to address problems not personalities
- Approach conflict with a rationale, objective, and professional attitude



Some Considerations

Goals: What do you want to get out of the negotiation? What do you think the other person wants?

Trades: What do you and the other person have that you can trade? What do you each have that the other wants? What are you each comfortable giving away?

Alternatives: If you don't reach agreement with the other person, what alternatives do you have? Are these good or bad? How much does it matter if you do not reach agreement? Does failure to reach an agreement cut you out of future opportunities? And what alternatives might the other person have?

Relationships: What is the history of the relationship? Could or should this history impact the negotiation? Will there be any hidden issues that may influence the negotiation? How will you handle these?

Expected outcomes: What outcome will people be expecting from this negotiation? What has the outcome been in the past, and what patterns have been set?

The consequences: What are the consequences for you of winning or losing this negotiation? What are the consequences for the other person?

Power: Who has what power in the relationship? Who controls resources? Who stands to lose the most if agreement isn't reached? What power does the other person have to deliver what you hope for?

Possible solutions: Based on all of the considerations, what possible compromises might there be?

English Resume Structure

Name

Phone Number

Email Address

Address

SUMMARY OF SKILLS

List your skills or qualifications

Examples:

- Well organized
- Punctual
- Works well with others

EDUCATION

Date **School Name** (Location)
Name of Degree/Diploma/Certificate

WORK EXPERIENCE

Date **Employer** (Location)
Job Title

- Describe your responsibilities and duties for this job.

VOLUNTEER EXPERIENCE

Date **Volunteer Organization** (Location)
Job Title

- Describe your responsibilities and duties for this position.

REFERENCES

Name of reference
Job Title
Name of Company/Organization
Contact Information: email; phone number

(Or...you can simply write: "Supplied upon request")

English Resume: An Example

Batman

09-12345678

batsarecool@bats.com

1234 Bat St, Gotham City, USA, 123 ABC

SUMMARY OF SKILLS

- Well organized
- Excellent fighting skills
- Good problem solver
- Outgoing and friendly
- Exceptional computer skills
- Fluent in both English and bat languages

EDUCATION

2000-2004 **Bat University** (London, England)
Bat Identification Degree

1998-2000 **Bat Martial Arts College** (Paris, France)
Kung-fu Diploma

WORK EXPERIENCE

2004-Present **Gotham City Police** (Gotham City, USA)
Superhero

- Responsible for keeping Gotham City safe from evil villains
- Organize a database for recording the whereabouts of villains' secret hide-outs
- Develop and test high-tech fighting gadgets

VOLUNTEER EXPERIENCE

1997-1998 **Taipei Zoo** (Taipei, Taiwan)
Bat Keeper

- Responsible for feeding bats and keeping their cages clean
- Organized bat shows for the public to watch
- Studied bat behavior and habits for scientific research

REFERENCES

Supplied upon request.

CONTACT INFORMATION

SUMMARY OF SKILLS

EDUCATION

WORK EXPERIENCE

VOLUNTEER EXPERIENCE

REFERENCES

Example Resumes

Resume	Pros	Cons
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		

Over 1,000 raise anti-nuclear flag in front of Presidential Office

By Hsu Chi-wei and Jamie Wang

March 10, 2013

Taiwan News Online: http://www.taiwannews.com.tw/etn/news_content.php?id=2169231

Over 1,000 people attended an anti-nuclear flag-raising event in front of the Presidential Office in Taipei Sunday that followed a nationwide protest a day earlier to call for the scrapping of Taiwan's nuclear power plants. The large-sized flag the activists made during their overnight sit-in protest on Ketagalan Boulevard read "Oppose nuclear power to prevent another Fukushima crisis" and bore more than 1,000 signatures.

People from entertainment and cultural circles formed the Chinese character "ren" - meaning human being - and held up banners that read "I'm a human being and I'm against the use of nuclear power" as other participants performed an "anti-nuclear dance." The protesters urged everybody in Taiwan to do everything in their power to prevent the government from budgeting money to finish construction of Taiwan's Fourth Nuclear Power Plant in New Taipei and installing fuel rods in its reactors. Construction of the plant has stretched over 14 years and has so far cost taxpayers some NT\$300 billion (US \$10 billion). It is scheduled to be completed later this year. More than 6.5 million people, or nearly a third of Taiwan's population, live within just 80 kilometers of the plant. Lee Cho-han, director of a local anti-nuclear group, said the protest a day earlier called on the government to scrap the Fourth Nuclear Power Plant and decommission the other three nuclear power plants that currently generate about 20 percent of Taiwan's power.

If the government insisted on using a "problematic referendum" to decide the fate of Taiwan's nuclear power plants, the event on Saturday would only be the start of many more protests, Lee said. The Saturday protest was held simultaneously in northern, central, southern and eastern Taiwan just two days before the second anniversary of an earthquake and tsunami that devastated northeastern Japan on March 11, 2011 and caused meltdowns at the Fukushima Daiichi Nuclear Power Plant. More than 200,000 people reportedly participated in the protest, according to organizers and local media, but police estimated the turnout at around 66,000.

Questions

Write 3 questions that would help you lead a discussion about the “Nuclear Power” news article. Remember you should not write comprehension questions about the article, but rather write discussion questions about the topic of the article.

Note: You don’t need to write 10 questions; the extra space is given so that you can write down your classmates’ questions next week.

1.

2.

3.

4.

5.

6.

7.

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10.