

Building a Case

1. On Friday, you received a phone bill from AT&T for \$458.96. You knew immediately there must be a mistake because your phone bill usually ranges between \$75 to \$95 dollars. As you scanned the bill you noticed several phone calls on your bill that you did not make. Several international calls were made to Japan and China and some of these calls were placed while you were out in the field and away in training. You called AT&T but they requested you put your complaints in a letter. You were very upset and felt this matter should have been handled over the phone.
2. You are letting a good friend of yours stay at your apartment; however, he said he would only be staying for a few weeks and it has been almost 3 months. Your wife is starting to complain and feels it is time that he moves out. While you get along well with him and have lots of the same hobbies, he does not usually pay rent on time, does not help out with bills and eats the food that you buy and never buys his own. You have decided to confront your friend. Please list what complaints you will address with him as well as solutions to the problem.
3. Your Maytag washer is almost two years old. It appears that the transmission is not working again which is the same problem that you had with it 6 months ago. You are concerned because your warranty will run out in 1 week. You called a local repairman and he stated the warranty would cover it but he cannot get you in his schedule this week. The service desk has not called you back to tell you if anyone else from their office can do the repair. Call Maytag describing your complaints and how you plan to solve the problem.
4. You feel that during a recent deployment, one of your buddies was overlooked for a Bronze Star which he clearly deserved. He was involved in a fire fight and risked his life to help save civilians who were stuck in the middle of the conflict. You feel he should be awarded for this brave act and have decided to meet with command to discuss this issue. Make a list of important details that you should address when you argue your case.
5. Your son's friend calls at all hours of the night. She is an only child of a single parent home. She is very sweet, but does not get very much attention. Twice this week she has called after 11:30 p.m. and awoken you from sleep. You have spoken to your son about this matter earlier this month and you know you need to have a talk with his friend, and/or his friend's mother. How can you tactfully present your complaint and provide a solution without making the girl feel more unwanted?
6. Earlier this week, on Monday, the gas company shut off the line to your house for repairs. One of the workers told you it would be back on by Tuesday afternoon. He also said that the gas company would let you know if it was to be longer. It is now Thursday afternoon and you still do not have any gas for your stove. You have a dinner planned at your home Saturday evening and will need the gas to cook food for the dinner. Make a list of complaints and solutions that

you could present to the gas company so that your gas gets turned on in time for your dinner Saturday.

7. You work at a very nice Men's store and sell expensive apparel to wealthy customers. About 3:30 in the afternoon, you notice one of your favorite, spend-happy customers is in the store with his 16 yr old son. When asked, he does not request assistance so you walk a distance away to give them space to shop, but keep your eye on them in case they decide they could use your help. After about 10 minutes, you turn from the counter just in time to see his son slip a pair of winter gloves into his pocket. The man and his son turn and walk out of the store with the gloves in the son's pocket. You are disappointed, but do not want to lose a good customer. Come up with your complaints and solutions concerning this incident.

8. You have been working as an accountant downtown in the Humana Tower. It is the job you have always wanted. You used to look forward to going to work every day. But lately you have not been so enthused. A co-worker, whom you are not interested in, has been making your work day extremely uncomfortable. He/She is noticeably brushing against you when they pass by, they make random off-color remarks when they find you alone by the copier or in the break room, and there was a note left on your car last week. Although you are not sure that this person has left it, it is highly suspicious. You have decided to confront your co-worker so that you can once again enjoy your job. List your complaints and solutions you would present to this person so that he/she stops harassing you.

List your complaints and solutions as you would present it to your boss if he/she does not discontinue this behavior.