



You're the Boss Scenario

Clothing Catastrophe

You are the supervisor at a clothing store. You have a website that receives, on average, 100 hits every day. You are online reviewing your site and notice the following review:

Jack Jackson
Denver, CO



37 friends
327 reviews



02/11/2022

On Tuesday, February 3rd, we visited the store and had very bad service from the moment we walked into the store. The sales person would not come out from behind the register to help my wife, who was having difficulty finding the right size shirt. My wife asked for help, but the sales person just looked up from her cell phone and pointed in the general direction of where she should be able to find the right size.

My wife was finally able to locate the shirt she wanted and purchased it. After wearing it just once, she washed the shirt, and while ironing it, realized that there was a small hole in it. Clearly, it was a damaged product. She returned to the store and unfortunately had to work with the same inadequate sales person. The sales person was very rude and claimed that the shirt was damaged by my wife.

I wouldn't recommend this store to my best friend or even my worst enemy. If no stars were an option, I would pick that.

Do not buy from this store!

As the boss respond to:

Ramifications of doing nothing

- Identifies long-term results of doing nothing, clearly addressing:
- Overall business success
- Employee behavior
- Employee effectiveness and efficiency
- Customer experience and retention

Plan for improvement

- Possible disciplinary action
- Specific guidelines for appropriate workplace behaviors
- Timelines for improvement
- Consequences for future infractions

Staff Development plan for other employees

- Specific guidelines for appropriate workplace behaviors
- Appropriate responses to co-worker's misconduct
- All of the above handled professionally