| **DECA Connection Role Play** | **Customer**  **complaints** |
| --- | --- |
| **Role – Manager, Travel Agency****Situation** Assume the role of manager of a travel agency. The travel agency specializes in putting together custom tour packages for travel groups. Your upcoming 14-day tour of China has been very popular. The tour package includes airfare from your location, transfers, hotel accommodations, and admission to scheduled tourist destinations. The tour is expensive, and each reservation requires a $1,500 non-refundable deposit. The tour is completely sold out with several customers on a wait list for any cancellations. The China tour is scheduled to depart in six weeks.  One of your regular customers has booked two reservations for the China tour. The customer has come to the agency to tell the booking agent that he/she must cancel both of the tour reservations because of a family illness. The customer has also requested a refund on the deposit. The agent has followed company policy and explained that the deposit is non-refundable. The customer is upset and promising to find another travel agency. The agent has asked to discuss the situation with you and would like for you to consider making an exception and refund the customer’s deposit.  **Activity**  You are to decide whether or not to refund that customer’s deposit and explain the reasons for your decision to the travel agent.  **Evaluation**  You will be evaluated on how well you meet the following performance indicators:   * Foster positive working relationships * Communicate without being condescending * Invoke an environment of teamwork with shared leadership and responsibility.   REVIEW SUPPLY CHAIN FUNCTIONS UNIT | **Objective**  Discuss how to receive and handle customer complaints.  Display skills needed to be a good team member and provide leadership.  **Aspects of Industry**   * Management * Personal Work Habits   **TN State CTE Standard**  Supply Chain as a Component of Marketing - #10   * Describe each core function of marketing (i.e., channel management…promotion, and selling…) |