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Experience Reaction Game Plan

Name

Institutional Affiliation

Date

EXPERIENCE	REACTION	GAME PLAN STRATEGIES	DECISION MAKING	OUTCOME/RESULTS
Yesterday morning as I was coming to school, I received a call from my business that one of the customers had refunded a hair product claiming that it had expired. I was faced with the dilemma of returning the money to the client or denying that the	At first, I was shocked and in denial because I always ensure that all the products in my business are the latest products. I told the client to leave the product at the business and return later so that we can solve the situation	There are two strategies involved in this situation. The first strategy is to cooperate, and the other strategy is to defect.	The first step is to identify the decision. Second step is to verify the available facts about bad products in the business. The third step is to identify alternatives available for the compensation of the customer. The fourth	I chose to give the customer an alternative product that was not defective, and this helped to improve my customer relations. I considered the consequences that would have happened to the business, and this gave me an edge to make the right choice for the welfare of the business in the future.

product was defective. I knew that if I refused to return the product, it would create a bad image for the business and that if I returned it would be a loss to the business for the day			step is to weigh the existing evidence in the business so as to satisfy this particular customer. The fifth step is to take action that involves refunding the customer or providing them with a new product	
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