

Taking Ownership

A customer is asking about something that's not your area – you know nothing about it. And the main expert (Fred) is on holiday until next week

Put these responses in order of preference:

A
If you ask at the counter over there they should be able to help you

B
If you can wait here a moment I'll go and find out for you

C
If you explain the problem I'll see if I can help

D
I'm sorry, I only know about seeds

E
I'll talk to Fred when he gets back and call you with an answer

F
I'm afraid Fred's on holiday, could you call back next week please?

G
I'll get Fred to phone you next week as soon as he gets back