

Dealing in my work environment while trying



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Dealing With Difficult People A griper or complainer is someone who is never satisfied until they get what they want or an answer to a question from a problem. If the question is not answered the way the customer wants it to be then they will just keep bothering you with other questions. Here is a Complainer's Coping Plan that will help get someone to quit complaining or griping. Listen attentively.

Acknowledge what they are saying. Do not agree with them. State and acknowledge facts. Try to get them in a problem-solving model if all else fails ask, "How do you want this discussion to end?" This is actually what goes on in my work environment while trying to get something accomplished. I work at JC Penney's and I hear griping all the time from other associates and definitely from customers. Even I gripe about how work does not get finished.

My job is to bring out merchandise from the stockroom so I can hang them up on racks. Every morning after I clock in we have to get our bags so we can put our money in the registers. Right as I leave to get my cart from the stockroom a customer always has a return. It never fails that someone has to return. This customer wanted to return a pair of jeans without a receipt or tags. It is hard to explain to a customer our policy if she doesn't want to listen.

I told her the policy was that if she wanted to return something she would have to have a receipt or the tags. She wanted me to call management since she knew someone that worked there. I call the operator and ask to see if there were any managers available. The operator told me that there was no

one available until noon. I knew after I hung up the customer would not be happy. The irritation arose when the customer said, " Well I don't have until noon I want my money now!" After telling her again that no one was available she was just standing there with her arms crossed wanting her money back. After a few minutes I finally decided to tell her that she can exchange it for the same thing she had.

You aren't supposed to do that but that was the only thing I could think of right then. That idea had worked. I could finally get her off my back and get on with my work.

She went to get another pair of jeans. She wasn't happy with what she got but we both apologized for the mess and that was it. I finally made it to the stock room to get my cart. Most of the clothes I put out needs to have a security ink tag on the sleeve. The people who work in the stock room are supposed to hang and put one on each article of clothing. I can not take anything out of the stock room until they are hung right and ink tagged. I went over to the associate and asked her why they haven't been ink tagged. She gave me a nasty look and said that I could do it.

That part takes up to much time so I can't get my work finished. I told the lady I wasn't going to take out the cart until it was done right. There were about eight people working in the stockroom at the same time so you would figure the cart would be finished. Another lady decided to quit what she was doing to complete the job.

While I was back out on the floor arranging for the clothes to all fit on the racks she brings the cart out to me instead of me having to go back there

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and get it for myself. She told me that the other girl that didn't do the tagging wasn't feeling too well and wanted to get out of there as soon as possible so that was why she didn't do it. I told her that I was mad or anything I just wanted to get this cart out so I could get another