

(Please follow instructions on page 2)

STORE \_\_\_\_\_ DATE \_\_\_\_\_

ORDER # \_\_\_\_\_

PLEASE CONTACT \_\_\_\_\_

BEST TIME MANAGER CAN CONTACT YOU \_\_\_\_\_

HOME PHONE \_\_\_\_\_ WORK PHONE \_\_\_\_\_

GROOM/EVENT \_\_\_\_\_ ORDER DATE \_\_\_\_\_

CUSTOMER NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PICK UP DATE \_\_\_\_\_ ORDER MEASURED BY (# \_\_\_\_\_ )

EXPLAIN SITUATION \_\_\_\_\_

FORMALWEAR CONSULTANT SIGNATURE \_\_\_\_\_

MANAGER'S FOLLOW-UP RESULTS

1.	Contact Times	DAY	TIME	RESULT
	1.	_____	_____	_____
	2.	_____	_____	_____
	3.	_____	_____	_____
	<input type="checkbox"/> "Attempt to Contact" letter sent (date) _____			
2.	<b>MANAGER: What was the nature of the conversation with the customer &amp; your recommendation?</b>			
3.	<b>What do you want the office to do?</b>			
	<input type="checkbox"/> Nothing - customer is satisfied with verbal apology			
	<input type="checkbox"/> Apology letter			
	<input type="checkbox"/> Free Tuxedo certificate issued to _____			
	<input type="checkbox"/> Refund for \$ _____ issued to _____			

**ORIGINAL COPY NEVER LEAVES STORE; FAX OR SEND TO YOUR SALES MANAGER ONCE COMPLETE.**

Branch Mgr \_\_\_\_\_ Regional Mgr \_\_\_\_\_

Company Officer Approval \_\_\_\_\_ Date spoke with A/P \_\_\_\_\_

# CS Report

**Used for customers with customer service questions or**

## **HOW TO PROCEED:**

1. Consultant speaks to customer and “listens and apologizes” during the conversation.
2. **DO NOT offer any type of refund ... just apologize, listen and give the customer confidence that you will pass along his/her concerns to your supervisor.**
3. Consultant fills out a CS Report and asks the customer when the store manager can contact him/her. The report should be filled out completely.  
Give the customer **confidence** that you will be following up **personally**.
4. The CS Report is left for the **manager** to call the customer the next business day (generally Monday).
5. The **manager and/or sales manager** will contact the customer **immediately** and make a decision as to how the situation should be rectified.
6. CS Reports **NEVER** leave the store. The store manager telephones his/her **Sales Manager** and the Sales Manager will then contact BW Accounts Payable if compensation is due.