

CUSTOMER SERVICE ROLE PLAYS- STUDENT A

Scenario 1

You are a sales manager for a movie rental company. As such, you must always try to maintain a positive image of the company and keep current customers happy. Store policy forbids all returns or exchanges on movies rented once the customer has left the store. If there are any complaints about the policy you can give the address for the corporate office if the person would like to write a letter (it's a P.O. box address).

Scenario 2

You are a manager for a new exciting hotel, Victoria Inn, in London that is scheduled to open in two days. Your hotel has 100 different rooms and all of them are booked for the opening night. You ordered and paid for 100 beds from a furniture company three weeks ago, but yesterday when the order arrived there were only ten beds. If you don't get the rest of the beds by tomorrow, you will have a lot of angry customers and your hotel will open with a bad reputation!

Scenario 3

You are a customer support representative for a credit service company. When customers want to cancel your company's services, you must try to persuade them to stay with the company and ask the following questions:

Which of our services did not meet your expectations? What is the motive of your cancellation request? Would you like to refer a friend for our company? For each referral you give you will receive a five per cent discount on your current membership fees! Would you like to hear about other credit services we offer that are similar to your current plan?

After these questions, if you are not able to persuade them to stay with the company, you may cancel the services, but you cannot refund any service charges incurred during their membership.

Scenario 4

You are a customer at a new gym that is under-equipped to say the least. There is only one bicycle machine, one weight bench, and one shower. You pay a high price for your membership, but you have to wait in long lines in order to exercise or shower. In addition, no one ever seems to be available to help when you check in or have a question about the equipment. You think this is ridiculous and that the management should compensate somehow for the poor service. Go complain!

CUSTOMER SERVICE ROLE PLAYS- STUDENT B

Scenario 1

Your son just returned from the movie rental store. He rented a movie that you know to be very offensive, and you will not let him watch it. You return immediately to the store to get a refund.

Role Plays Customer Service Script

Sebastian Brünink



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Table of Contents Role Plays Customer Service Script

1. Understanding the eBook Role Plays Customer Service Script
 - The Rise of Digital Reading Role Plays Customer Service Script
 - Advantages of eBooks Over Traditional Books
2. Identifying Role Plays Customer Service Script
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Role Plays Customer Service Script
 - User-Friendly Interface
4. Exploring eBook Recommendations from Role Plays Customer Service Script
 - Personalized Recommendations
 - Role Plays Customer Service Script User Reviews and Ratings
 - Role Plays Customer Service Script and Bestseller Lists
5. Accessing Role Plays Customer Service Script Free and Paid eBooks
 - Role Plays Customer Service Script Public Domain eBooks
 - Role Plays Customer Service Script eBook Subscription Services
 - Role Plays Customer Service Script Budget-Friendly Options

6. Navigating Role Plays Customer Service Script eBook Formats
 - ePub, PDF, MOBI, and More
 - Role Plays Customer Service Script Compatibility with Devices
 - Role Plays Customer Service Script Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Role Plays Customer Service Script
 - Highlighting and Note-Taking Role Plays Customer Service Script
 - Interactive Elements Role Plays Customer Service Script
8. Staying Engaged with Role Plays Customer Service Script
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Role Plays Customer Service Script
9. Balancing eBooks and Physical Books Role Plays Customer Service Script
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Role Plays Customer Service Script
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Role Plays Customer Service Script
 - Setting Reading Goals Role Plays Customer Service Script
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Role Plays Customer Service Script
 - Fact-Checking eBook Content of Role Plays Customer Service Script
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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a colourful word mat containing the main vocabulary encountered when writing about feelings children can learn to articulate emotions with these feeling words ks1

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recognise how other people feel when they are happy sad angry or lonely key stage 1 strand 1 their own and other s feelings and emotions and how their actions affect others

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what are feelings and emotions we all have feelings they are part of everyone we feel different things at different times depending on what happens to us sometimes we feel sad like

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course 4 5k views basic feeling words happy refers to being pleased mad means to be upset by something sad refers to having sorrow or unhappiness we often use the words

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sad synonyms word list since they already know what a replacement word for happy can be why not also teach some for sad the resource features a list of 12 synonyms for the words sad that can be printed and displayed in minutes together you can discuss what form is appropriate for what situation

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dr radha is joined by her two puppet friends ben and breagha to find out about feeling sad and together they explore ways to help you feel happier this clip is from the series feeling

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emotions for kids is great for talking about feelings and improving emotional literacy

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this presentation discusses feelings why we have them and where they come from it focuses on uncomfortable emotions and what pupils could do to try and work on them it also offers advice on what to do if the uncomfortable feelings don't go away it is aimed at cfe first level pupils

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1 entry music don't worry be happy by bobby mcferrin there are various versions available on youtube 2 introduction you could start by asking pupils to name some of the emotions they have

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introduce this synonym for sad word list to your class to help improve their vocabulary and sentence writing in their first years of primary school utilising these synonyms will make their creative writing pieces more expressive and efficient instead of using the word sad repetitively

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he feels angry happy calm sad and scared all at once to help him a little girl shows him what each feeling means through colour a gentle exploration of feelings for young 3 and old alike environmental learning for classroom and assembly at ks1 ks2 mal leicester 2009 03 06 in environmental learning for classroom and assembly at ks1

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activity sheet sad sam's choices and discuss the options they have chosen further suggestions ask the children to make happy and sad puppets and then make up their own story using happy and sad puppet characters ask the children to make happy and sad mobiles or jigsaws ask the children to find happy and sad images in

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apr 1 2022 pdf 785 93 kb here are two writing frames for children to record write or draw what makes them happy and what makes them sad there are two worked examples to share and talk about with the children showing what makes this pretend child feel happy and sad

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there are lots of ways to teach children about feelings and emotions one particularly effective way is through teaching them the vocabulary of feeling words you can use these handy emotions word cards for ideas for different vocabulary on the board draw a large circle

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