

## 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

**CL Gary**



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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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