

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

**Dr. Parvendra Kumar ,Dr. Sunil Kumar
Chaudhary ,Dr. Rupesh Kumari**

Role Plays Customer Service Script:

Enjoying the Song of Phrase: An Psychological Symphony within **Role Plays Customer Service Script**

In a global taken by displays and the ceaseless chatter of immediate conversation, the melodic elegance and mental symphony developed by the prepared term usually fade into the back ground, eclipsed by the relentless sound and distractions that permeate our lives. Nevertheless, nestled within the pages of **Role Plays Customer Service Script** a marvelous literary prize overflowing with fresh thoughts, lies an immersive symphony waiting to be embraced. Crafted by an elegant composer of language, this charming masterpiece conducts viewers on a psychological trip, skillfully unraveling the hidden songs and profound influence resonating within each carefully constructed phrase. Within the depths of this poignant analysis, we shall discover the book is central harmonies, analyze its enthralling writing design, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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