

Role-Playing Scenario: The Angry Customer



An angry customer is yelling over the phone about a software malfunction that is endangering an important project.



Customer: This isn't the first time your software has glitched out on me! I pay a lot of money to use this presentation tool, and if I don't complete the project by tomorrow, I risk losing a major client. What is happening with the software?



Representative:

How will you react in this situation as a customer service representative? What will be your response?

Role Play Bank Customer Problems For Activity

David Wright, Prue Poulton



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