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An example of a customer service scenario script if **'YES'**

An example of a customer service scenario script if **'NO'**

# Retail Customer Service Role Play

**Darryl S. Doane, Rose D. Sloat**



## **Retail Customer Service Role Play:**

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Page 20 2 things that must be done at the check out to ensure that you leave a great lasting impression Page 22 Learn how to know the difference between shoppers who are customers and shoppers who are not Page 8 And so much more **50**

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