

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

Hayo Reinders, Marilyn Lewis



Role Plays Customer Service Script:

Reviewing **Role Plays Customer Service Script**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is actually astonishing. Within the pages of "**Role Plays Customer Service Script**," an enthralling opus penned by a highly acclaimed wordsmith, readers attempt an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve in to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

<https://crm.avenza.com/book/browse/Documents/nikon%20reference%20manual%20d51.pdf>

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