**Role Play 1: Handling Customer Inquiries**

Role Play Overview: In this scenario, the student will play the role of a customer service representative and another student will play the role of a customer. The customer has a question about a product and wants to know more information.

*Example starter:*

*Customer Script: Hi, I'm interested in buying one of your products, but I have a question. Can you help me?*

*Student Script: Of course! I'd be happy to answer any questions you have. What would you like to know?*

**Role Play 2: Processing Orders**

Role Play Overview: In this scenario, the student will play the role of a sales representative and another student will play the role of a customer. The customer wants to place an order for a product.

*Example starter:*

*Customer Script: Hi, I'd like to place an order for one of your products. Can you help me with that?*

*Student Script: Absolutely! Let's get started. Which product were you interested in?*

**Role Play 3: Resolving Complaints**

Role Play Overview: In this scenario, two students will participate in the role play. One student will play the role of a customer service representative and the other student will play the role of a customer who is unhappy with a product they purchased.

*Example starter:*

*Customer Script: Hi, I'm calling because I recently purchased one of your products and I'm not satisfied with it. Can you help me with this?*

*Student Script: I'm sorry to hear that you're not satisfied with the product. Can you tell me more about what the issue is?*