**Exercise: Customer Service Scenarios**

***Instructions****: Practice using the key expressions and vocabulary from the handout or your own experience in the following customer service scenarios. Role-play with a partner, switching roles for each scenario.*

**Scenario 1: Handling Customer Inquiries**

*Customer*: Good afternoon. I'm interested in purchasing a new laptop, but I'm not sure which one to get.

*Sales Representative*: \_\_\_\_\_

*Customer*: Thank you. I'm looking for something lightweight and with good battery life.

*Sales Representative*: \_\_\_\_\_

*Customer*: Yes, that sounds perfect. How much does it cost?

*Sales Representative*: \_\_\_\_\_

**Scenario 2: Processing Orders**

*Customer*: Hi, I'd like to place an order for delivery.

*Sales Representative*: \_\_\_\_\_

*Customer*: Yes, I'd like to order a large pepperoni pizza with extra cheese, garlic bread, and a bottle of Coke.

*Sales Representative*: \_\_\_\_\_

*Customer*: That sounds great. How much will that be?

*Sales Representative*: \_\_\_\_\_

**Scenario 3: Resolving Complaints**

*Customer*: Hi, I'm calling to complain about a product I received.

*Customer Service Representative*: \_\_\_\_\_

*Customer*: Yes, I purchased a new watch from your website and it arrived damaged.

*Customer Service Representative*: \_\_\_\_\_

*Customer*: I'm really disappointed and I would like a refund or a replacement.

*Customer Service Representative*: \_\_\_\_\_

**Possible answers:**

***Handling Customer Inquiries***

* Good afternoon, how may I assist you today?
* Of course, let me show you our selection of laptops that meet your requirements.
* The price for that laptop is $899.

***Processing Orders***

* Hello, thank you for choosing us for your delivery needs. May I take your order?
* Great, we can have that ready for you in 30 minutes. Can I get your address and phone number?
* The total for your order comes to $24.50.

***Resolving Complaints***

* Good afternoon, I'm sorry to hear you had a negative experience with our product. Let's see how we can resolve this for you.
* That's not acceptable. Can you provide me with your order number and some more details about the damage?
* I apologize for the inconvenience. We can offer you a refund or a replacement at no additional cost.