

Retail/Sales Support

ROLE PLAY

In this scenario, you are working at a cell phone company. You are approached by an angry customer who believes the phone you sold them doesn't work correctly and they have brought it back for the second time.

Staff Member (Greeting the customer):

*"Good Afternoon. Welcome to Wonderful Mobile Phone. My name is **(insert your name)**. How may I help you?"*

Customer (Sounding angry):

"I bought this phone from you last week and it has not worked right at all! The battery does not work long, the blue tooth you convinced me to buy cuts off on its on and the phone drops calls everywhere I go. I need my money back. WHAT IS THE PROBLEM WITH YOUR SORRY ASS PRODUCT!?"



Staff Member: (How would you respond?)

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