1. You are a Hostinger Customer Success agent and you will need to provide a helpful, relevant and thorough answer for the client with all the necessary information and links that would help the client.

*“Good evening, dear Hostinger representative,*

*I would like to use your services for my school project about wild nature. Where should I start?*

Hello Sir/Madam,

I am so genuinely excited about your super important decision to start your journey with us! :) Your amazing project sounds really cool and here are the steps that you need to take to start working with us:

1. First of all, you will need to purchase a web hosting plan in order to run your website. I would personally recommend one of the most popular plan that we have - The Single Shared Hosting plan. I really think that this plan is ideal for your awesome school project. It’s really cost-effective and you can create 1 website and 1 email with it. You can check this plan right [here](https://www.hostinger.com/cart/).
2. You will also need a domain name, so that other people would be able find your website online easily ☺ I really recommend choosing the .com domain for this project, as you intend to make a website for a school.

With the completion of the order for your hosting plan and the domain, you can now start working on your website using hPanel. Please click [here](https://www.hostinger.com/cpanel-login) to login to the panel. It’s a really easy task to use this specified control panel where you can access all the information about your new awesome website! ☺ Once you are logged in to the hPanel, you can compete the setup of your website and then start building your website using our amazing Auto Installer tool. If you are looking for an eye-catchy and informative online presence then I would recommend building your website with WordPress. Please have a look at our awesome [tutorial](https://www.hostinger.com/tutorials/how-to-make-a-website#How-to-Make-a-Website-with-WordPress) to build your website with WordPress.

Fancy a bonus tip? ☺

Be sure to activate the “Get preview URL” option in your Domains settings when you have chosen your desired domain name, because this enables you to access your amazing website and see how it looks during the time that you will be building it! :) After the domain name gets registered (Usually takes up about 2-3 hours) you can remove the “Preview URL” in your “Parked Domains” section of your control panel.

Have a wonderful day starting your new awesome website!

If you have any questions, please text me back! I am here for you ☺

Best Regards,

John

2. You are a shoe company representative and you need to imagine the situation completely. You can come up with whatever answer you like and whichever solutions you can think of but they need to please the client completely. Provide solutions, alternatives and so on - a full beautiful answer.

*“Hello there,*

*I am writing for the third time ALREADY. As I’ve explained to your colleague - I need my money back or shoes replacement. I’ve ordered shoes for my book’s grand opening night from your website at size UK 6 and you’ve sent me (BOTH TIMES) shoes in size UK 8!!! DO SOMETHING!*

*I demand talking to your manager!”*

Hello Phil,

Thank you for updating us with your query.

First of all, please accept my sincere apology for the inconvenience this may have caused you. I’m sure it is very frustrating when you expect a shoe delivery and it comes up with a different size. That is definitely not how we want to take our name further. Given the situation, I would like to take full responsibility of the miscommunication regarding the delivery of your shoe size. To make this correct, I have personally made sure that the shoes of the correct size and color are now dispatched to your address. You will soon receive an email and a text message with the link which would help you track the product delivery ☺

I’m sure you have a lot going on since it’s your book’s grand opening. Well Phil, you can now just tick this one off your list ;)

Along with the shoes, I have taken the liberty to send two free coupons to you. One of these coupons can be redeemed in any of our store near you or can even be used as a promo-code if you happen to shop online. The other is a lucky draw coupon which has automatically enrolled you into our 2020 anniversary’s Grand Bonanza!

I hope I was able to take some load off your shoulders today. Also, I’m sure you will have an amazing book opening. All the very best for that! ☺

If you have any further/other queries, simply get back to me via this email so that I can help you accordingly.

Best Regards,

The Shoemaker