**Customer Service Scenarios**

I believe this will be your strongest skill. This test will test your English literacy and writing skills.

You should already know this from your prior experiences so I won't give you any hints but professionalism, politeness (kindness) and being personal to the customer is key to success.

I am going to give you scenarios but I just want you to pretend like it’s a real customer and I want to see how you respond ok? Remember, there is really no WRONG or RIGHT answer to the customer’s question or issue.

This is a test to see how you RESPOND.

Write back to me in 1, 2, 3 responses according to each scenario:

1. Oh my gosh! I ordered this item 7 days ago! Where is my item!? Why is there no tracking # for my order!? What the heck is going on??? Your listing says 2-7 business days and it's the 7th day!!!!

(Customer name is Bill, Pretend this is the tracking # 1Z123348483747 and that the tracking # shows that it will arrive in 3 days, and there was a delay with UPS) So how will you respond?

My response:

Dear sir,  
we are extremely sorry that you had to experience such inconveniences from our company.We faced some problems with UPS.Your item has already been sent from the store.we will receive the product very soon.we will inform you within three days(maximum).  
Stay well and thank you for your support.

1. Hi there, I received my order today but the item you shipped is broken and does not work. Please advise, I am not a happy customer right now.

My response:  
Dear sir,  
It’s a great matter of sorrow.Sir,if the product have warranty/guarantee then we may help you to renew the products.But if the product’s company doesn’t provide any guarantee/warranty then we have nothing to do.Hope you will understand.

Stay well and thank you for your support.

1. Hi there, I have 3 questions about your vacuum 1) Can it vacuum up water? 2) Also what is the height of this item in centimeters? 3) Does the vacuum come in green color?

(The customer is referring to the item below, obviously you will have to do some research and reading to answer the customers question)

<https://www.walmart.com/ip/BISSELL-PowerForce-Helix-Turbo-Bagless-Vacuum-new-version-of-1701-2190/190926609>

For scenario 3, the first 2 answers to the questions can be found on the link provided. For the 3rd question, let's pretend you don’t know the answer. How will you respond?

My response:  
1)Yes sir.It can vacuum up water very efficiently.

2) The height of this item is only 111.76 centimeters.Very easy to use it sir.

3)Dear sir,black coloured one is the best product which have the best motors and most durable.I will suggest you to have the black one.I can’t guarantee about the durability of your desired color.