

Prompt Engineering Assignment

- **Problem Selected-** Enhancing Customer Service in Retail
- **Prompt-** "Create actionable and measurable strategies to enhance retail customer service by improving staff communication skills, product knowledge, and conflict resolution abilities through targeted training programs. Integrate user-friendly point-of-sale (POS) systems, mobile checkout solutions, and inventory management tools to streamline operations. Implement a systematic process for collecting and analysing customer feedback, including post-purchase surveys, social media sentiment analysis, and in-store feedback kiosks."
- **Rationale-** This prompt has been designed to follow cognitive principles that provide clear objectives and align with the mental models of effective retail customer service. Ambiguity has been minimized by using explicit terms like "actionable" and "measurable" to ensure precision. The prompt aims to guide problem-solving by identifying specific challenges such as communication, product knowledge, and conflict resolution, and proposes tangible solutions through targeted training and technology integration. The inclusion of a systematic customer feedback process, including surveys, sentiment analysis, and in-store kiosks, reflects a comprehensive understanding of user experiences. The structure of the prompt encourages thoughtful responses, adheres to cognitive principles, minimizes ambiguity, and guides problem-solving for a holistic enhancement of retail customer service.