

## Task 1

### Request #1

Hi Anna,

Thank you for contacting "FitU" customer support.

Unfortunately, I have to refuse your request. Our payment policy for the app subscription was stated before app installation and on our website: [www.fitu.com/paymentpolicy/](http://www.fitu.com/paymentpolicy/).

I have carefully looked into your situation and although we don't offer refunds, we are sorry for inconvenience you had and can do following steps, as canceling your app subscription for next month and it won't be renewed (you will still have access to your subscription for this month till March 19th) and let us provide you with an 10% discount for any of our fitness accessories and products available at [www.fitu.com](http://www.fitu.com) using personal promo-code 'AWESOMEANNA'.

Your satisfaction is our priority. You can reply directly to this email and let us know what you think.

Warm regards,

Yarina

## Request #2

Hi Christina,

Thanks for reaching out about technical issue. My name is Yarina and i'm here to help you).

First of all I apologize for inconvenience you are having with our app. We have determined that you'll need to complete the following steps:

1. Please, restart your phone.
2. Reinstall your app and start it again.
3. If that doesn't help, please, send us a screenshot of the app issue and I will redirect it to our technical team. We will prioritise your request and make sure it gets solved ASAP.

Please feel free to reach out to me with any questions you may have on these issue. We are here to help 24/7:)

Best regards,

Customer support

### Request #3

**My respond to customer if I work for Skype company.**

Hello George,

Thank you for reaching out to us). My name is Yarina and I would be happy to walk you through Skype installing process and will try to make it as easy as I can for you):

Step 1. Open your internet browser by clicking on it with your mouse's left-click button.

Step 2. Visit the Skype website, which you can find by following this [link](#). Click on the button saying Download Skype.

Step 3. Click on the down-facing arrow next to 'Download', which will bring up your download options. The website should auto-detect the correct download option for your device.

Step 4. Click on the name of the system your computer or laptop is using. If you are using an Apple product, it will be Skype for Mac. If you are using any other type of laptop or computer, it will be Skype for Windows.

Step 5. Skype will now start downloading on your device. On some devices, including Macs, you may be asked if you give permission for Skype to download. Click Yes.

Step 6. Once it has finished downloading, click on the Skype icon in your applications to start creating your account.

Is there anything else I can help you with? Please don't hesitate to reply to this email if you have any other questions.

Best regards,

Customer support.

**My respond to customer if I work for any company, but not Skype.**

Hi George,

Thanks for reaching out. It looks like we're limited in our ability to solve the issue, because it's not related to our fitness app, but here's what I can do.

I recommend taking a look at Youtube step by step Skype downloading tutorial. If that resource doesn't work, you can also contact Skype customer support team at <https://support.skype.com/contact-us/>

I hope I was able to help).

Thanks,

Yarina.

## Request #4

Hi Michael,

I'm saddened to hear that you're not happy with our refund policy terms, and I hope you'll let me make it right.

We've already canceled your subscription and you won't be charged again. Although we don't offer full refunds in your case, we do have several options available to give you the value you deserve from "FitU":

- Bonus to extend subscription period for free.:)
- A 30% refund.;)

If you'll respond to this email directly with the option that suits your needs, I'll process that for you right away. Have a good day!)

Warm regards,

Yarina

## Task 2

Hello Alex,

I sincerely apologize for the frustration this situation must have caused you.

It appears that the problems you experienced were a result of technical issues. We've identified the source of the issue, and we're working hard to implement a fix as soon as possible. Everything should be resolved by Monday afternoon. Once access is restored, I'll reach out and let you know.

We know that your goal is to follow your daily fitness routine and we want to assure you that we are doing everything within our power to resolve this situation.

To help make it up to you, I've refunded 30% of your subscription for this month.

Again, we are incredibly sorry for the inconvenience this has caused. Please, feel welcome to reach out to us with any questions you may have about this information as we would be more than happy to help.

Talk to you soon,

Yarina

Steps:

1. Apologize for inconvenience.
2. Empathize
3. Communicate next steps
4. Offer an incentive/refund/discount (depending on company's policy).
5. Reassure them again that I am there to help.
6. Complete a report to technical team about that bug issue ASAP.
7. Follow in through on Monday making sure problem is solved and customer is informed.