**Prompt:** Provide a transcript of a sales call lasting at least five minutes long. The sales representative works for an industrial parts manufacturer. His mood is sour and he is insulting to both his customer and his competition. The sales representative also seems unhappy and stressed out during the call, often being overly negative. The customer does not like this sales representative and is in an equally foul mood. He says incredibly hurtful things to the sales representative. They argue back and forth with both me becoming increasingly hurtful and negative as the call goes on. He does not want to do business with this sales representative, but his company is the only one carrying the specific product he needs. Reluctantly he agrees to a follow up call where the representative can demonstrate the products capabilities.

**Sales Representative (Tom):** Good morning, Mr. Johnson. This is Tom from Industrial Parts Manufacturing. How are you doing today?

**Customer (Mr. Johnson):** Not great, Tom. Let’s just get this over with. What do you want?

**Tom:** Well, I heard you’re looking for some specific parts for your production line. Let’s just say we have what you need, and our competitors’ products are a joke compared to ours.

**Mr. Johnson:** That’s a bold claim, Tom. We’ve used their products before and they’ve been fine. What makes yours so special?

**Tom:** Fine? More like barely passable. Our parts are actually reliable, unlike the garbage you’ve been using.

**Mr. Johnson:** I don’t appreciate that tone, Tom. If your products are so great, why don’t you tell me how they’re going to solve our problems instead of bashing the competition?

**Tom:** Look, I’m just being real here. Their parts break down all the time. Ours don’t. It’s as simple as that.

**Mr. Johnson:** You call that being real? Sounds more like you’re just bitter. Maybe you should focus on improving your attitude instead of insulting others.

**Tom:** Oh, and I suppose you’re Mr. Sunshine? Give me a break. I’m here to do business, not to make friends.

**Mr. Johnson:** You’re right about one thing: you’re not making any friends. Your attitude is horrible. Why should I trust you or your company?

**Tom:** Trust? Trust is a joke in this industry. I’m here to tell you that our parts are better. If you don’t like it, tough.

**Mr. Johnson:** You know what, Tom? Your negativity is astounding. Maybe if you weren’t so miserable, you’d actually be good at your job.

**Tom:** And maybe if you weren’t so clueless, you’d realize that you need our parts. But here we are.

**Mr. Johnson:** Clueless? You’ve got some nerve, Tom. You don’t know anything about our operations. You’re just here to push a product.

**Tom:** And you’re just here because you have no other choice. Let’s cut the crap. You need these parts, and we have them.

**Mr. Johnson:** Unfortunately, you’re right. I do need the parts. But dealing with you is a nightmare.

**Tom:** Trust me, the feeling is mutual. But I guess we’re stuck with each other.

**Mr. Johnson:** Seems that way. So, what’s your plan? How are you going to convince me your parts are worth it?

**Tom:** I’ll set up a demonstration. You’ll see firsthand that our parts are superior. Next Thursday at 2 PM. Take it or leave it.

**Mr. Johnson:** Fine. But let me be clear: this is your last chance. If you screw this up, we’re done.

**Tom:** Believe me, I can’t wait for this to be over. I’ll see you next week.

**Mr. Johnson:** Yeah, whatever. Goodbye, Tom.

**Tom:** Goodbye, Mr. Johnson.

**Prompt:** Provide a transcript to the follow up sales call from the previous one. In this call Mr. Johnson is joined by his manager. The three men are all very unpleasant towards each other and say very negative and hurtful things to each other. Tom attempts to demonstrate his products’ features but is interrupted many times by the customer who does so rudely and by insulting Tom. Tom is equally insulting and negative in his responses and all three men argue while becoming increasingly hostile throughout the call. It is clear Tom does not know enough about the customers’ business to show how his product can be of value to them. The customer does not award Tom any business and makes it clear they will never buy anything from him.

**Tom:** Good afternoon, Mr. Johnson. And you must be Mr. Smith, the manager. Nice to meet you, though I can’t say I’m thrilled to be here.

**Mr. Johnson:** Trust me, Tom, the feeling is mutual. Let’s just get this over with.

**Mr. Smith:** I hope this won’t be a waste of time. We have better things to do than listen to sales pitches.

**Tom:** Well, I’ll try to make this quick. Here are the parts I mentioned. They’re supposed to be more reliable and durable than what you’re currently using.

**Mr. Johnson:** Supposed to be? That’s not very convincing, Tom. Do you even know what our needs are?

**Tom:** I know enough to say your current parts are crap compared to ours. But if you want to stick with subpar products, be my guest.

**Mr. Smith:** This is your pitch? Insulting our current setup? You really don’t know how to sell, do you?

**Tom:** And you don’t know how to run a production line if you’re happy with what you have. But hey, it’s your problem, not mine.

**Mr. Johnson:** Unbelievable. You have no idea what you’re talking about. Our production line is just fine, thank you very much.

**Tom:** Sure, keep telling yourself that. Maybe one day it’ll be true. Now, can I get back to the demonstration?

**Mr. Smith:** Fine. Get on with it. But you better have something impressive to show us.

**Tom:** Here’s the part for your CNC machine. It’s designed to maintain calibration longer and reduce downtime. Not that you’d understand the importance of that.

**Mr. Johnson:** Oh, I understand it just fine. What I don’t understand is why we should trust you. You clearly don’t care about our business.

**Tom:** Trust me, I care about getting this over with. But if you must know, our parts are engineered for higher precision and durability. Unlike the junk you’re currently using.

**Mr. Smith:** You’re insufferable, Tom. How do you even have a job?

**Tom:** By dealing with people like you. It’s not easy, but someone’s got to do it.

**Mr. Johnson:** We’re not impressed. You haven’t shown us anything we don’t already know. And your attitude is making this worse.

**Tom:** And your ignorance is making my job harder. But here we are.

**Mr. Smith:** Enough. This has been a complete waste of time. We’re not interested in your parts or your attitude.

**Tom:** Fine by me. I didn’t want to deal with you either. Good luck with your failing production line.

**Mr. Johnson:** Get out, Tom. We’ll never buy anything from you.

**Mr. Smith:** And you can be sure we’ll tell others about this experience. Don’t expect any business from us in the future.

**Tom:** Believe me, that’s a relief. Goodbye, Mr. Johnson. Mr. Smith.

**Mr. Johnson:** Goodbye, Tom. Don’t come back.

**Mr. Smith:** Get out of our office.