Variables:

val r = "residential"  
val b = "business"

var customer = readLine()!!.lowercase()

var n = readLine().toString()

var p = readLine().toString()

var b = readLine().toString()

Process:

fun main() {  
 val r = "residential"  
 val b = "business"  
 println("Are you a Residential or Business Customer? ")  
 var customer = readLine()!!.lowercase()  
 if (customer == r){  
 println("Enter your name: ")  
 var n = readLine().toString()  
 println("Enter your phone number: ")  
 var p = readLine().toString()  
 userInfo(n, p)  
 }else if (customer == b){  
 println("Enter your Business name: ")  
 var b = readLine().toString()  
 println("Enter your name: ")  
 var n = readLine().toString()  
 println("Enter your phone number: ")  
 var p = readLine().toString()  
 userInfo(b, n, p)  
 }  
}  
  
fun userInfo(b: String, n: String, p: String): String {  
 var b = println("The business name you entered is $b. ")  
 var n = println("The name you entered is $n. ")  
 var p = println("The phone number you entered is $p. ")  
 return println("$b" + "$n" + "$p").toString()  
}  
  
fun userInfo(n: String, p: String): String{  
 var n = println("The name you entered is $n. ")  
 var p = println("The phone number you entered is $p. ")  
 return println("$n" + "$p").toString()  
}