

Scenario 1 - Order Status Check

Customer: "Hi, I ordered a poster a week ago and I need it for tomorrow. Is it ready yet?"

Goal for Business Rep:

- Greet the customer politely.
- Check order details (pretend lookup).
- Give a clear, friendly, and professional answer about the status.
- If it's not ready, offer a helpful solution.

Scenario 2 - Size Availability Question

Customer: "I'm thinking of ordering a really big poster, maybe bigger than the regular size. Do you do custom sizes?"

Goal for Business Rep:

- Thank the customer for asking.
- Repeat their request to confirm understanding.
- Clearly explain available sizes (or how to request a custom one).
- Maintain a helpful, friendly tone.

Scenario 3 - Mistake in an Order

Customer: "I just picked up my poster and there's a spelling mistake in the title. This is for my event tomorrow-what can I do?"

Goal for Business Rep:

- Listen without interrupting.
- Acknowledge the problem and apologize professionally.
- Offer an immediate solution if possible.
- Stay calm and empathetic.

Scenario 4 - Confused Customer

Customer: "I don't really get how to order a poster. Do I need to give you the picture, or do you make it?"

Goal for Business Rep:

- Use clear, simple language to explain the process.
- Confirm their understanding by asking a follow-up question.
- Keep tone friendly and patient.