

Warm Up: Customer Communication

Name: _____ Date: _____

Directions: Read each customer email carefully. Then answer the questions about the customer service response.

Scenario 1

Customer Email:

"Hi, I ordered a poster last week. When will it be ready?"

Business Response:

"Idk, prob soon. We're kinda busy right now so you'll get it when it's done."

1. What is the main issue with this response?
 - a. It uses slang and unclear language.
 - b. It gives a specific and clear pickup time.
 - c. It is friendly and professional.
 - d. It answers the customer's question directly.

2. How could you rewrite this response to be clear and professional?

Scenario 2

Customer Email:

"I want to order a poster, but I'm not sure what sizes you have available."

Business Response:

"It's all on the paper. Just look at that."

3. What is missing from this response?
 - a. Friendliness.
 - b. Helpful information.
 - c. Professional tone.
 - d. All of the above.

4. Write a better response that answers the customer's question and is polite.
