



Role Play Activity: Customer Service Interaction

Student A (Customer): "Hello, I've received my order, but one of the items is damaged. Can you help me with a replacement?"

Student B (Customer Service Representative): "I'm sorry to hear that. Could you please provide me with your order number and a brief description of the damaged item?"

Student A: "Sure, the order number is 12345, and the damaged item is a blue ceramic vase with a large crack."

Student B: "Thank you for the information. I'll arrange for a replacement to be shipped out to you immediately and send you a confirmation email shortly."

Student A: "That sounds great. Do I need to return the damaged vase, or can I dispose of it?"

Student B: "You can dispose of the damaged vase. If you have any further issues, feel free to contact us. Have a great day!"

Student A: "Thank you for your help. Have a good day!"

Student B: "You're welcome! Goodbye!"