

PLEASE DO NOT RESPOND DIRECTLY ON THIS SHEET, COPY THE QUESTIONS IN YOUR EMAIL RESPONSE.

Please answer these scenario questions as if you are emailing with the customer directly. Please answer in no more than 3-5 sentences.

1. You're managing the customer service inbox and receive the following email from a customer, please respond as if you were responding directly to the customer + briefly walk us through your thought process.

Subject: Refund Request

Hi there,

I accidentally checked out and paid for 2 passes for the upcoming The Constellation of the 9's: The Hermit, The Moon, & the 9's workshop. I only need one. Is it possible to get a refund for the second?

Thanks so much,
Jane

2. You're working in the studio's inbox and receive the following message from a customer. Please write the email response you would send to this customer. Assume this order was delayed due to a studio-wide pause on fulfillment for a planned seasonal break (which the customer may not have seen communicated). The product is scheduled to ship within the next 2–3 business days.

Subject: Order Update

Hi there,

This still hasn't shipped...is there any update on when I might get it? It's been about 3 weeks.

Thanks.

John

