**BSBCUS402 Address Customer Needs**

**Task 1 – Sample Role Play Script**

John (Sales Rep): Hi Sal, I’m so glad you make it today. How are you?

Sal (Customer): Thanks. I’m good.

John: OK so you’re in need of vehicle?

Sal (Customer): Yes

John: Great, well you have come to the right place. MCW can satisfy most customer’s needs and wants. We have a great range of vehicles to suit a host of tastes and needs.

Sal: Great

John: In order to advice on the best vehicle and best deal for you I’d like to ask a number of questions if I may – my aim to get you into the best vehicle at the right price.

Sal: OK, great…that’s what I’m after.

John: What is your budget? – I’ll get the best deal for you.

Sal:

John: Are you after a family vehicle? How many in the family? How many adults, kids and how old are they?

Sal:

Etc, etc….devise a script with questions and answers (after role play) for ALL bullet points in Customer Contact 1 & 2.