

CX Interview Macros

Late Delivery (Same Day)

FIRST_NAME,

I am so sorry to hear that your delivery arrived after 7 PM! This is completely unacceptable, and I have forwarded this information to UPS. I know it must be extremely frustrating to have to change your dinner plans on the fly.

We pack our meal prep kits with dry ice and insulation in order to ensure that they stay cool during transit. If, for any reason, the late delivery has caused the food to no longer be cool to the touch, please tell me and please do not eat the food.

As an apology, we've refunded \$40 to your credit card. You should see this refund inside your bank account within 2-3 business days.

Thank you for being so understanding, and don't hesitate to let me know if there is anything I can do to rectify this situation!

Sincerely,

Missing Goods

FIRST_NAME,

I am so sorry to hear that your FOOD_ITEM arrived incomplete! This is completely unacceptable, and I've forwarded this information onto our packaging team. They will investigate the situation and try their best to prevent something like this from happening again.

Unfortunately, we're unable to send a replacement FOOD_ITEM. As an apology for our mistake, we've refunded \$20 to your credit card. You should see this refund inside your bank account within 2-3 business days.

Thank you for being so understanding, and please let me know if there is anything I can do to rectify this situation!

Sincerely,