

<p>A customer who asks for a better price when you cannot discount any further.</p>	<p>A customer who has a language barrier.</p>
<p>A customer that is delighted with their purchase experience.</p>	<p>A customer who tells you “the customer is always right” when you refuse to meet their demand.</p>
<p>An in-person customer who is making a scene in front of other customers or stakeholders.</p>	<p>A customer who threatens to write a bad review online after receiving their product or service late.</p>
<p>A prospect who has asked you a question that you don’t know the answer to.</p>	<p>A customer that you know has just lied to you about their service experience to get a refund.</p>
<p>A customer who is thinking of moving their business to a competitor.</p>	<p>A customer that you cannot get off the phone.</p>
<p>A prospect that previous sales reps have not been able to close.</p>	<p>A former customer who stopped working with your company due to service missteps.</p>
<p>A customer who was declined a credit line increase because of not paying their account on time and is threatening to take their business elsewhere.</p>	<p>A customer who makes an unreasonable price demand.</p>

<p>A prospect who asks to speak to your supervisor because they are unhappy with your approach.</p>	<p>A customer who just told you a joke that makes you uncomfortable.</p>
<p>A prospect who is on a budget and wants a cost-effective solution.</p>	<p>A prospect who asks about upcoming promotions and discounts.</p>
<p>A prospect who tells you after the pitch that they are not the decision-maker.</p>	<p>A prospect who asks about your company's sustainability practices.</p>
<p>A prospect who asks for a trial period before committing to the full purchase.</p>	<p>A prospect that wants a detailed cost-benefit analysis.</p>
<p>A customer who asks you to present your final proposal to a team of decision makers with varied priorities.</p>	<p>A prospect who you are trying to upsell.</p>