

DIALOGUE #1:

Salesperson: Hello, this is At Home Business Ventures.

Customer: Yes, I am calling about your advertisement. I want to start a business at home.

Salesperson: Great, we can help you. We will give you a business starter kit for a fee of only \$49.95 and this will get your business going.

Customer: What do I get for \$49.95?

Salesperson: You will receive an instruction manual on how to start a business, plus a set of tips on how to make big sales.

Customer: I don't know. Fifty dollars is a lot of money.

Salesperson: We can give you a discount if you sign up right now. First I need your major credit card number and expiration date.

Customer: I don't give out that information on the telephone. Can you send me something in writing?

Salesperson: Actually, we can only get you to enroll over the phone. Can I have your name and social security number?

Customer: No, thank you. I need to think about this.

Salesperson: Well, you're missing a big sale if you don't sign up today.

Customer: Thanks, but no thanks. Good-bye.

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