



Date Written: January 21, 2020	Client Name: EB Games
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Start Date:	Email:
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EB Employee: Welcome to EB games, how can I help you?

Grandma: I'm looking for a gift for my grandson.

EB Employee: Great... do you know what kind of games he plays?

Grandma: Of course, his favourite one is Super OverNite.

EB Employee: That's... that's not the name of a game.

Grandma: Really?

EB Employee: Nope, but here's something that everyone loves, an EB gift card. He can use it to buy whatever he's into.

Grandma: Wonderful, I knew GB Games was the right place.

EB Employee: It's actually E- Oh who am I kidding?