

SERVICE PROVIDER ROLE PLAY: SCENARIO #1

Instructions: Read the scenario, then briefly jot down your plans. You have three minutes to prepare. Start the role play by giving a short overview of the situation (for the benefit of the observer).

Scenario #1:

You are a repair technician for an appliance repair service. You have a customer on your route today who has a problem with his refrigerator—it doesn't work. He is quite upset because he is preparing for a dinner party. You are running late and arrive at the customer's house one hour after the promised time.

What will you say or do to convey a positive attitude? _____

How will you determine the customer's needs? _____

What will you do to meet the customer's needs? _____

How will you make sure the customer returns? _____

SERVICE PROVIDER ROLE PLAY: SCENARIO #2

Instructions: Read the scenario, then briefly jot down your plans. You have three minutes to prepare. Start the role play by giving a short overview of the situation (for the benefit of the observer).

Scenario #2

You work in payroll. An internal customer called you last pay period, complaining about how she didn't receive her paycheck on time. You think the problem occurred because of some recent changes to the employee's pay and personal information, but you're not sure. Now the customer is on the phone again, irate because a second paycheck was late.

What will you say or do to convey a positive attitude? _____

How will you determine the customer's needs? _____

What will you do to meet the customer's needs? _____

How will you make sure the customer returns? _____

SERVICE PROVIDER ROLE PLAY: SCENARIO #3

Instructions: Read the scenario, then briefly jot down your plans. You have three minutes to prepare. Start the role play by giving a short overview of the situation (for the benefit of the observer).

Scenario #3

Last week you started working in a small kitchen store. You are becoming familiar with the merchandise, but are still not knowledgeable about many products. You have learned that it is easier to ask for help than to try to make things up or pretend you know what you're talking about.

A customer entered the store and is looking at espresso machines. He is really looking at prices, reading the product information, and touching the machines. You're pretty sure he'd like to buy and you're getting ready to approach him.

What will you say or do to convey a positive attitude? _____

How will you determine the customer's needs? _____

What will you do to meet the customer's needs? _____

How will you make sure the customer returns? _____

CUSTOMER ROLE PLAY

Instructions: Read the scenario, then briefly jot down your plans. You have three minutes to prepare. Remember, the goal is to give the service provider practice—challenge the person, but don't make it too difficult.

Scenario #1

You were right in the middle of cooking for a big dinner party you are hosting tonight when you noticed the refrigerator didn't seem cold enough. It is 2:00 and the dinner party is at 6:00. You are in big trouble if all of this food goes bad. The repair person arrives an hour after the promised time.

What are your customer needs? _____

How do you plan to communicate those needs? _____

Scenario #2

This is the second time your paycheck hasn't arrived on time. You have called and talked to payroll and can't believe that this wasn't resolved after the first late check. You are calling again, upset, to make sure this gets settled once and for all.

What are your customer needs? _____

How do you plan to communicate those needs? _____

Scenario #3

You have finally decided to get an espresso machine and you've decided to buy it from your favorite local kitchen shop. You feel like they are honest and care about your business. You enter the store and have been looking at machines for a minute or so when someone approaches you.

What are your customer needs? _____

How do you plan to communicate those needs? _____

OBSERVER'S NOTES

Watch the clock:

- 3 minutes for preparation
- 5 minutes for role play
- 3 minutes for feedback

As you listen, pay attention to the words, voice tone, and actions of the service provider:

- What did the service provider do to convey a positive attitude?
- How did the service provider determine the customer's needs?
- What did the service provider do to meet the customer's needs?
- How did the service provider make sure the customer will return?

Scenario #1

Scenario #2

Scenario #3
