

Number of methodological Tool	EUPA_LO_030_M_033
Work Area Code and Title	2.8 VISITORS/ CUSTOMER SERVICE
Unit Code and Title	2.8.1 Be able to handle visitors and customers with professionalism
Learning Outcome Number and Title	LO030: Be able to welcome visitors and customers in a professional manner, identify the purpose of their visit and make them feel welcome during their period of waiting.
Title of methodological tool	Different types of customers, always professional!
Objective of the methodological tool	After the completion of this role play the participants will be in a position to: 1. treat visitors with professionalism
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written Exercise <input type="checkbox"/> Video Analysis <input type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input checked="" type="checkbox"/> Role Play <input type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise	<p>The learners are requested to play a role in order to demonstrate their ability to handle visitors. The trainer will select two members of the group, one to have the role of the personal assistant and the other to have the role of the customer/visitor. The learner-visitor will move outside the room with the trainer and will select a scenario card. The scenario will be discussed with the trainer (to ensure that the learner will fulfill the requirements of the role) and then both trainer and learner will move back to the training room where the role play will take place.</p> <p>The challenge is for the learner having the role of the personal assistant to welcome and respond appropriately to the customer.</p>

	The role play should last 2-5 minutes. The rest of the group take notes on several issues of the role play, such as words used, body language, actions etc.
Exercise is accompanied by	1. Scenario cards
Exercise solution	Not Applicable
Other comments to the trainer	The trainer should also be taking notes during the role play and discuss on the comments of the group. One addition to the exercise would be for the trainer to videotape the role play, so that it can be played back after the discussion, for more in-depth analysis.

Attachments to the Methodological Tools

Role play

1. Scenario cards

SCENARIO 1

A polite visitor that has an appointment with the manager. However, the previous appointment is running a bit late.

SCENARIO 2

A very angry customer. He bought our product but it stopped working after a week. Moreover, he is not happy with the response of one of our co-workers and demands to see the manager. He does not have an appointment.

SCENARIO 3

An international associate. He came for a scheduled project meeting, but his flight arrived earlier. He came directly to our offices because his hotel room is not going to be ready until twelve. He did not sleep all night because he was travelling, and he carries his luggage and laptop.

He wants to send an email from his laptop but his adaptor is not appropriate for use in our country.

[These attachments can be found in electronic format on the enclosed CD]