

Number of methodological Tool	EUPA_LO_031_M_034
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	LO031: Be able to use appropriate tone and body language when dealing with visitors and customers.
Title of methodological tool	Different scenarios of customers, always appropriate body language
Objective of the methodological tool	After the completion of this methodological tool the learners will be able to identify that the appropriate body language can enhance customer relationships, and also understand that the body language can act as a barrier to positive customer relationships.
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 using only their body language 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. It should be noted that both learners use only their body language.</p> <p>The challenge is for the learner having the role of the personal assistant to welcome and respond appropriately to the customer</p>

	<p>using his/her body language. The role play should last 2-3 minutes. The rest of the group must comment on the body language of the learner-personal assistant, although it is also of interest to comment on the body language of the customer/visitor to identify whether the first learner has also managed to play his/her role appropriately.</p>
Exercise is accompanied by	1. Scenario cards
Exercise solution	<p>Not Applicable However, an appropriate handshake, open movements, and a smile are some of the body language signals that support customer relationships.</p>
Other comments to the trainer	<p>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.</p>

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]