

### Shop service role-play: Materials

- Role-play cards:
  - Shop assistant
  - Customer, version 1 and 2
- Customer satisfaction survey
- Returned goods policy form (optional – the shop assistants could use their own paper)

#### Role-play 1

#### Receipt

Date:14/09/04

Time: 11:32

Shirt, red . . .£25.99

Camera . . . .£79.95

Total . . . . .£105.94

#### Customer

- You bought two items from a shop but there is a problem with both of them.
- The shirt was for your brother's birthday but he doesn't like the colour.
- After you took the camera to the beach, you discovered it was broken.
- You want your money back!

Explain the problem to the shop assistant and use the receipt to answer the shop assistant's questions.

#### Role-play 2

#### Receipt

Date:03/10/04

Time: 10:05

T-shirt, large. £8.99

TV . . . . .£115.95

Total . . . . .£124.94

#### Customer

- You bought two items from a shop but there is a problem with both of them.
- The T-shirt was for your dad's birthday but it is too big for him.
- The picture on the TV is bad (especially after you got water on it).
- You want your money back!

Explain the problem to the shop assistant and use the receipt to answer the shop assistant's questions.

Role-play 1 & 2

**Shop Assistant**

You are a shop assistant. You need to listen to the customer's complaint.

Find out:

- What items the customer bought
- When they bought them
- What the problems with the items are

Make a note of the answers.

Your manager doesn't like giving people their money back. Try to find a different solution!

**Customer Satisfaction Survey**

What do you think about the following in our shop?

	Excellent	Good	Satisfactory	Poor
Quality of the goods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service from shop assistants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Returned goods policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Will you visit our shop again?  
Yes, often   
Yes, sometimes   
No, never

Any other comments:

.....  
.....  
.....

**Returned Goods Policy**

**These are the rules for customers who want to return goods:**

Receipt – *(example – They must bring the receipt with them.)*

Number of days –

Broken –

Don't like it –

Used it