

Different types of customers, always professional!

Work Area Code and Title WA8 VISITORS/ CUSTOMER SERVICE Unit Code and Title 2.16 Handle visitors and customers with professionalism Learning Outcome Number and Title CO30: Demonstrate the ability 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 Individual Group Type of methodological tool Written Exercise Video Analysis Group Simulation Multiple choice Group devercise with cards Exercise using ICT Role Play Group dorup downk Case study Creative Group Work Description of the exercise 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 training room where the role play will take place. The challenge is for the learner having the role of the personal assistant to welcome and	Number of methodological Tool	EUPA_LO_030_M_033
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Methodological Tool: <EUPA_LO_030_M_002>, < Different types of customers, always professional!>

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	on several issues of the role play, such as words used, body language, actions etc.
Exercise is accompanied by	1. Scenario cards, EUPA_LO_030_M_002_Att1
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.

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