

Methodological tool: Understand the purpose role play

Number of methodological Tool	EUPA_LO_30_M_001
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	LO30. 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.
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> 1. Demonstrate professional manners when visitors and customers are visiting 2. Use appropriate questions to discover the purpose of visit of customers or visitors 3. Use techniques to make them feel welcome during their period of waiting.
Approximate Time needed for the completion of this exercise	30 minutes
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"/> Group 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 checked="" type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	Instructions on how to implement the exercise for the learners: <ul style="list-style-type: none"> - Ask for two volunteers - The one will act as a customer service representative and the other as a customer - They will act as if the customer was just entering the organisation

	- The customer service representative should do his/her best to make the customer comfortable, while at the same time he/she should find out the purpose of the visit
Exercise is accompanied by	N/A
Exercise solution	N/A
Other comments to the trainer	Make sure that the participants use all the techniques and tips provided in the slideshow regarding communication (verbal and non-verbal), appropriate questions, etc.

