

Attachment: Different types of customers, always appropriate body language!

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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

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laptop.

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

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