

Angry customer - Role play

With a partner, brainstorm several “angry customer” scenarios. Choose one scenario that you and your partner can use for a role play. You are going to write two scripts involving this scenario. One script should show how *not to handle* a customer complaint, and the other should show how *to properly handle* the same complaint.

1. Wrong Way: Using the chosen scenario, write a script of the customer complaint. The script should be written in conversation format. One of you will be a *customer* and one of you will be the *customer service employee*. The script should give specific details of the complaint and the employee reaction to the complaint. In this role play, you should write and show how ***not to handle*** the customer’s complaint.

Example:

Customer: “I can’t believe that loud mouth salesperson talked me into buying these dumb shoes. I wore these shoes one time and my feet hurt for days.”

Employee: “Well, you must be dumb to get talked into buying dumb shoes.”
(conversation would then continue)

2. Right Way: Using the chosen scenario, write a script of the customer complaint. The script should be written in conversation format. One of you will be a *customer* and one of you will be the *customer service employee*. The script should give specific details of the complaint and the employee reaction to the complaint. In this role play, you should write and show how ***to properly handle*** the customer’s complaint.

Example:

Customer: “I can’t believe that loud mouth salesperson talked me into buying these dumb shoes. I wore these shoes one time and my feet hurt for days.”

Employee: “Sir, I am truly sorry that you are upset and your feet hurt. Could you please tell me which shoes you are referring to?”
(conversation would then continue)