

Name _____ Period _____ Date _____

Customer Service Vocabulary Skit/Role-Play

Directions: Complete the following information prior to skit/role-play performance.

Group members include:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Each group members' job/responsibilities are:

Our selected hospitality location is:

Our customer service vocabulary terms (5) to be included in skit/role-play:

Briefly explain your skit/role-play customer service situation.