

Customer Service Skit/Role-Play

In order to give students hands-on experience using customer service vocabulary, have them create and present skits.

Goal: The purpose of this activity is to foster classroom or group community and cooperation, while reinforcing content vocabulary. In addition, students may explore positive and negative aspects of customer service.

Materials:

- Customer Service Vocabulary Skit/Role-Play handout
- Students may find props around the room.
- Vocabulary list cards with a minimum of five customer service vocabulary words to incorporate into the skit.

Procedure:

1. Divide students into equal groups, four to five students is usually workable.
2. Either assign students to jobs within their group related to the production of the skit or have the students pick their own jobs. The students' jobs should be related to their talents and/or interests. Examples of jobs and their responsibilities include:

Writer- writes the story line and the acting roles for the skit, in collaboration with the rest of the team.

Director- organizes and visualizes skit

Set designer/builder- in charge of finding and acquiring props and sets creation

Actors- students who actually act out the skit (they may have other jobs too.)

3. Provide each group a customer service vocabulary words card. Words are to be included in their skit. Allow students time to write their own skits. In this case, hospitality locations are suggested as follows:

- casino
- hotel
- motel
- National and state park
- professional sports teams/sporting event
- restaurant
- theater/stage production
- theme park
- suggestions from students (with teacher's prior approval).

4. Distribute Customer Service Vocabulary Skit/Role-Play handout to all groups and provide time for skit creation and practice.

5. Have each group perform their skits. The audience is encouraged to be supportive.

Teacher Resource

Directions: If needed make multiple copies of this page in order to use the lists for several classes. Cut each list out and hand each group one of the lists for use in their customer service vocabulary skits/role-play.

Vocabulary List 1

Added Value
Continuous Improvement
Customer Expectations
Pleasant
Queue Management
Moment of Truth

Vocabulary List 2

Customer Relationship
Problem
Code of Practice
Customer Service
Internal Customer
Customer Experience

Vocabulary List 3

Service Deliverer
External Customer
Risk Assessment
Service Partnership
Customer Service Procedures
Problem

Vocabulary List 4

Mission Statement
Customer Service Transaction
Customer Expectations
Moment of Truth
Service Deliverer
Customer Service

Vocabulary List 5

Pleasant
Code of Practice
Queue
Customer Service
Customer Expectations
Added Value

Vocabulary List 6

Moment of Truth
Continuous Improvement
Complaint
Service Deliverer
Code of Practice
Customer Experience