

Reality Therapy: Ten Top (Role-Play) Scenarios

Teaching Resource

For Use With

Service: Your Customer Deserves The Best

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This is a Pilot Project which will be further developed based largely on the constructive suggestions and feedback of the users of this beta edition.

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Using Ten Top (Role-Playing) Scenarios

Any business involving customers leads to situations of a complex, and frequently irrational, nature. While ideal solutions may not always be possible, maintaining composure (and a sense of humour) is essential to reaching some suitable resolution.

Because of the research and concepts involved, teachers are advised to use this resource in conjunction with ***Service: Your Customer Deserves The Best.***

Each role-play can be used as a stand-alone lesson!

1. Christmas Cheer

| [Teacher Page](#)

Number of participants: 3

This role-play should be undertaken in conjunction with the **Service Beyond Expectations Module** in *Service: Your Customer Deserves The Best*.

Christmas Cheer

Student Page

Christmas Cheer

| **Student Page**

Christmas Cheer

| **Student Page**

2. Professional Females

| **Teacher Page**

Scenario:

The hotel is moderately expensive, located downtown, in an area where there are a number of other similar hotels. It is 1 am on a Saturday morning, but a number of people are still passing through the lobby. There is a conference of businesswomen scheduled to start in 8 hours.

▶ Number of participants: 3

▶

▶

Suggested Acceptable Resolution:

Recommendation to Instructors

This role-play should be undertaken in conjunction with **the Quick Facts and Empathy** case study in *Service: Your Customer Deserves The Best*.

Professional Females

| **Student Page**

Scenario (General):

The hotel is moderately expensive, located downtown, in an area where there are a number of other similar hotels. It is 1 am on a Saturday morning, but a number of people are still passing through the lobby. There is a conference of businesswomen scheduled to start in 8 hours.

Problem Resolver Circumstances

Desk Clerk:

You are on the night shift, trading with someone else for the weekend. A woman is seated in the lobby, casually leafing a magazine. She is wearing a very short skirt and a tight low-cut "tummy top". Several men have paused to talk to her, and she has gone upstairs with at least two of these men, always returning to same seat to leaf through the same magazine. She is a professional "sex worker", and going out of her way to draw attention to her profession. Several women, whom you know to be travelling on their own, have entered the Lobby, flicking you significant glances (of disapproval) as they pass your desk on their way to the elevator. You are expecting several more women, including three scheduled to check-in late, because of a conference being held in the hotel over the weekend.

(Alternate Start here) You are now answering a reservation question on the telephone and you have a female on her own at the desk, about to check-in, who is clearly upset.

What do you do?

Professional Females

| **Student Page**

Professional Females

| **Student Page**

3. Meal Ticket

| [Teacher Page](#)

Number of participants: 3

This role-play should be undertaken in conjunction with the **Introduction Module** in *Service: Your Customer Deserves The Best*.

Meal Ticket

| **Student Page**

Meal Ticket

| **Student Page**

Meal Ticket

| **Student Page**

4. Whales' Tale

| **Teacher Page**

Number of participants: 3

This role-play should be undertaken in conjunction with the **Handling Complaints Module** in *Service: Your Customer Deserves The Best*.

Whales' Tale

| **Student Page**

Whales' Tale

| **Student Page**

Whales' Tale

| **Student Page**

5. Child's Play

| [Teacher Page](#)

Number of participants: 3

This role-play should be undertaken in conjunction with the **Customer Profiles** in *Service: Your Customer Deserves The Best*.

Child's Play

| **Student Page**

Child's Play

| **Student Page**

Child's Play

| **Student Page**

6. Sharks In The Pond

| [Teacher Page](#)

Number of participants: 2

This role-play should be undertaken in conjunction with the **Introduction** to *Service: Your Customer Deserves The Best*.

Sharks In The Pond

| **Student Page**

Sharks In The Pond

| **Student Page**

7. Coming Clean

| [Teacher Page](#)

Number of participants: 2

This role-play should be undertaken in conjunction with the **Service Beyond Expectations Scenarios** in *Service: Your Customer Deserves The Best*.

Coming Clean

| **Student Page**

Coming Clean

| **Student Page**

8. Clock Watching

| [Teacher Page](#)

Number of participants: 3

This role-play should be undertaken in conjunction with the **Handling Complaints Module** in *Service: Your Customer Deserves The Best*.

Clock Watching

| **Student Page**

Clock Watching

| **Student Page**

Clock Watching

| **Student Page**

9. E-Business Glitch

| [Teacher Page](#)

Number of participants: 3

This role-play should be undertaken in conjunction with the **Introduction Module** in Service: *Your Customer Deserves The Best*.

E-Business Glitch

| **Student Page**

E-Business Glitch

| **Student Page**

E-Business Glitch

| **Student Page**

10. Misunderstood

| [Teacher Page](#)

Number of participants: 2

This role-play should be undertaken in conjunction with the **Understanding Your Customer Module** in *Service: Your Customer Deserves The Best*.

Misunderstood

| **Student Page**

Misunderstood

| **Student Page**