



Certificate of Work Readiness

Unit Code: F38W 10 Skills for Customer Care

Evidence Reference Number 18

Role Play 3

Based on what you have just learned, come up with an appropriate way to deal with a customer complaint.

Imagine you work for ENABLE Foodstores- the company complaints procedure in this organisation is to first try and deal with the complaint, then if necessary refer to your line manager, if it is still not resolved the complaint is then referred to head office for further attention.

Role play how you would tell a customer about the company’s complaints procedures, keeping in mind appropriate tone, being helpful and interested and always following your company’s policy on customer care.

Write your plan about what is happening and how you are going to respond to your customer’s complaint:

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Class Feedback:

What other things would your classmates have done?

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