



Certificate of Work Readiness

Unit Code: F38W 10 Skills for Customer Care

Evidence Reference Number 16

Role Play 2

Based on what you have just learned come up with an appropriate way to deal with a customer in a supermarket – keeping in mind appropriate tone, being helpful and interested and always following your company's policy on customer care.

The customer in the supermarket has a query and your task is to find out what their needs are and how you can help them.

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

Class Feedback:

What other things would your classmates have done?
