



Certificate of Work Readiness

Unit Code: F38W 10 Skills for Customer Care

Evidence Reference Number 14

Role Play 1

1. Give an overview of the role play you have just seen

What happened?

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2. What was wrong with the customer care in this situation

Please supply at least 2 examples

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3. How would you feel as a customer in that situation?

Please supply at least 2 examples

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4. What would you have done better?

Please supply at least 2 examples

5. Based on this what 3 things do you think are most important in customer care?
