Role-Playing Procedure

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| Time | Activities | Support by Facilitator |
| 16:00**5 minutes**16:05 | Facilitator | Introduction explain the process | Deliver material and white paper |
| 16:05**5 minutes**16:10 | DemomstrateIndividual session | Demonstrate by TrainerIndividual participants think about how to do their role |  |
| 16:10**20 minutes**16:30 | Group session | * Make small groupsExample: 4 p=Customer, Staff, 2 viewers
* A B C D(i) Customer Staff ---- ---- (ii) ---- ---- Cust Staff(iii) ---- Cust Staff ----(iv) Staff ---- ---- Cus
* Discussion and summarize members’ playing.
 | 20 trainees4 p X 5 groups------------Playing 3- 4 minutes |
| 16:20**10 minutes**16:30 | Plenary session | * Make brief feedback by 2 groups
* Comments
 | Select 2 group X 3 minutes |

Key Points of Role-playing

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| Key Points to Notice After the Interaction | Feedback Points for Trainees |
| Politeness and Professionalism | Whether the meter reader maintained a polite and professional manner throughout the interaction. | Customer Service Attitude: | Displayed a customer-friendly attitude, showing empathy and willingness to help. |
| Effective Communication | Whether the meter reader communicated clearly and effectively, addressing the customer's concerns appropriately. | Communication Skills: | Managed to explain technical details in a simple and understandable way. |
| Problem-Solving Skills | How the meter reader handled unexpected issues or complaints, and whether they provided a satisfactory resolution or next steps. | Handling Complaints: | Showed ability to listen to customer complaints and provide reasonable solutions or next steps. |
| Knowledge of Procedures | Whether the meter reader was knowledgeable about company procedures and could explain them to the customer. | Procedural Knowledge | Demonstrated familiarity with the company's procedures and policies, ensuring accurate and consistent responses. |
| Water Leak Detection | Whether the meter reader demonstrated an understanding of leak detection guidelines and reassured the customer appropriately. | Water Leak Detection | Ensured that leak detection guidelines were followed and communicated effectively to the customer. |