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 | Demomstrate  Individual session | Demonstrate by Trainer  Individual participants think about how to do their role |  |
| 16:10  **20 minutes**  16:30 | Group session | * Make small groups Example:  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 trainees  4 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. |