**Role-playing (example items)**

1. **Routine Meter Reading**
	* **Customer:** "Hello, can I help you?"
	* **Staff:** "Good morning, I'm from KUKL here to read your water meter. May I proceed?"
2. **Inquiry about the Bill**
	* **Customer:** "My water bill seems unusually high this month. Can you check if the meter reading is correct?"
	* **Staff:** "I understand your concern. Let me….. ………………………………………………………………….. ……………………………………….………………………… "
3. **Complaints on water tariff rate**
	* **Customer:** “KUKL’s water tariff rate is so high, even KUKL supply only limited time of a week. Can you lower them?”

**Staff:** "I'm sorry, but …………………………………… …………………………………………………………………..… ……………………………………………………………………..

1. **Complaints about Water Quality**
	* **Customer:** "The water from my tap has been discolored lately. Can you help with this?"
	* **Staff:** "I'm sorry to hear that. ………………….. ………………………………………………………………… …………………………………………………………….…. "
2. **Complaints about KUKL uniform**
	* **Customer: “**Are you really KUKL staff? Why you do not wear company’s uniform.”
	* **Staff:** "I'm sorry, but……………………………………. …………………………………………………………………… ………………………………………………………………….... "
3. **Access Issues**
	* **Customer:** "The meter is inside my house, and I'm not comfortable letting anyone in right now."
	* **Staff:** "I understand. ………………………………… ………………………………………………………………… …………………………………………………………………"
4. **Inquiry about Leak Detection**
	* **Customer:** "I've noticed a wet spot near the meter. Could there be a leak?"
	* **Staff:** "Thank you for informing me. ………… …………………………………………………………………… ………………………………………………………………….."
5. **Complaints about not following schedule of rationing**
	* **Customer:** “KUKL announced water supply rationing schedule, but sometimes I cannot get water as your schedule. It is very annoying.”
	* **Staff:** "I'm sorry, but …………………………………… …………………………………………………………………..… …………………………………………………………………….. "
6. **Complaints about why not supply 24/7**
	* **Customer:** “KUKL shall supply 24/7 basis. It is the global standards, Why not supply everyday?”
	* **Staff:** "I'm sorry, but …………………………………… …………………………………………………………………..… …………………………………………………………………….. "
7. **Complaints about staff’s late responce**
	* **Customer:** “Last week, I visited KUKL Branch office and ask a inquiry but I have not got the reply so far. The staff said reply soon. Why the staff does not keep the promise?”

**Staff:** "I'm sorry, but …………………………………… …………………………………………………………………..… ……………………………………………………………………..

**Role-playing (Scenario)**

Staff (Water Meter Reader) vs. Customer

STAFF: [Knocks on the door]
Good morning, Mister.

I'm here for the regular meter reading. I hope I'm not interrupting anything.

Customer: [Opens the door]
Oh, hello. Actually, I've been waiting for you. Come on in.

I have a few concerns I'd like to discuss.

STAFF:
Of course, I'll be happy to address any concerns you may have.

However, I have quite a few more customers to get through today, so I'll try to be as efficient as possible.

Customer:
I understand your need for efficiency, but it's been bothering me that the water rates seem too high.

I received the bill for the last few months, and I think there might be an error.

STAFF:
I can understand your concern.

Water rates are determined by WSTFC (Water Supply Tariff Fixation Committee) government agency, but I'll be glad to check if there are any discrepancies in your usage or billing. Let's start by reading your meter.

Customer:
By the way, I noticed that you're not wearing a uniform.

Aren't water meter readers supposed to wear uniforms?

STAFF:
You're right, and I apologize for not wearing the uniform today.

It's just that I have my uniform in laundry and we had a shortage of uniforms, and I had to use this temporary arrangement.

I'll notify my supervisor about this issue.

Now, let's address your concerns about the water rates.

Customer:
Thank you for understanding. I appreciate your help.

I've compared my usage to previous months, and I don't think my water consumption has increased significantly.

STAFF:
That's a point. Sometimes, billing errors can occur due to various factors.

Let me take note of your concerns and investigate the issue further.

I'll make sure to inform you after reviewing your billing and resolve any discrepancies.

Customer:
I'm glad to hear that. I just want to make sure everything is accurate, and I'm not being charged unfairly.

Also, I have some questions about the water supply in our neighborhood. Can you spare a few minutes to discuss that?

STAFF:
I understand your curiosity, but I have a tight schedule today.

However, I don't want to leave you with unanswered questions. If you're available later, I can arrange for someone from our office to contact you and provide more information regarding the water supply.

Customer:
That would be helpful. Thank you for addressing my concerns.

STAFF:
You're welcome, and I apologize for any inconvenience caused.

In the meantime, I'll continue with my meter readings and ensure I complete them efficiently.

Take care, and have a great day!