

Receiving Feedback

Scenario 1

Role Play Setup

Student A: Customer service representative

Student B: Customer

Student A is a customer service representative who receives harsh feedback from Student B, a customer unhappy with the service they received.

Questions for Student A prior to role-play:

1. How would you handle receiving this feedback?
2. What steps would you take to address the customer's concerns?

Questions for Student B prior to role-play:

1. What feedback will you provide, and in what tone?
2. What would make you feel like Student A heard your concern and empathized with you?