

Shop Complaints

Shop Complaints

The following cards provide scenarios for role play/improvisation in the classroom. Each card provides a scenario for a customer making a complaint in a shop. The role play could involve just the customer and the shop assistant. It could be further developed by including a companion with the customer (eg. a friend, mother, child, work companion etc.) and/or a shop manager.

There are cards at the end of the resource pack for pupils to randomly select who they will be in the improvisation. If four pupils are taking part, the teacher presents the pupils with the cards upside down and they select a card to decide on their character. If the pupil is selected to be the customer, for example, they can decide if they are a mother, a celebrity, a child, an elderly person etc.

The pupils could prepare the improvisation in advance to start, but as they become more proficient, they could then make it up “on the spot”.

The improvisations don't really need any special equipment or props – you can “make do” with a pupil's table for the shop counter and just use items in the classroom as part of the customer complaints.

The emphasis should be on the scenario being as close to reality as possible. Pupils need to be reminded that you want to hear them speak as they act out the scenario, so it will not work if they laugh their way through the improvisation. The aim of the improvisation should be on fluency of speech, conviction of the argument and the ability to “think on your feet” in reacting to the other person.

Shop Complaints

ADDRESSING A COMPLAINT

These improvisations give pupils an opportunity to experience conflict resolution through role play. Making a complaint in a shop is commonplace but there are many things to take into consideration:

- Is the customer always right?
- Is the customer always entitled to an exchange and/or a refund? (get pupils to check legislation)
- Is it OK for the customer to be rude in making their complaint?
- How does the shop assistant react if the customer is being rude?
- The shop is the shop assistant's workplace so they should be able to do their job without being verbally abused
- Should the assistant take responsibility for the default and apologise on behalf of the company?
- How should the assistant seek to resolve the complaint?
- Should the customer suggest a resolution?
- What is the shop's policy in dealing with complaints? Does the assistant deal with them or always get a manager to deal with the complaint? Is a record kept of the complaint?
- How does the assistant make the customer feel that they have been listened to and have had their complaint addressed?
- How does the assistant/manager make sure that the customer leaves the shop, satisfied that their complaint is resolved so that they will remain a customer of the shop in the future?

Shop Complaints

1



The customer is complaining about the rudeness of the shop assistant.

Shop Complaints

2



The customer is complaining that the item they ordered has not yet arrived.

Shop Complaints

3



The customer is complaining that there are no customer toilets (or that they are out of order).

Shop Complaints

4



The customer is complaining that the item they purchased was faulty.

Shop Complaints

5



The customer is complaining that the item they purchased was available for half the price in another local store.

Shop Complaints

6



The customer is complaining that the item of clothing they purchased shrank in the wash.

Shop Complaints

7



The customer is complaining because they want to return an unwanted gift but the shop assistant is refusing.

Shop Complaints

8



The customer is complaining that there is no heat in the shop.

Shop Complaints

9



The customer is complaining that the shop assistant would not serve another family member.

Shop Complaints

10



The customer is complaining that the shop was not open at the correct time.

Shop Complaints

11



The customer is complaining that the item of clothing has been produced using child labour in a foreign country.

Shop Complaints

12



The customer is complaining about false information contained on the product packaging.

Shop Complaints

13



The customer is complaining that food they purchased was gone off when they opened it at home.

Shop Complaints

14



The customer is complaining that the take-away food they purchased was not cooked properly.

Shop Complaints

15



The customer is complaining that the toy they purchased was unsafe for children.

Shop Complaints

16



The customer is complaining that shop assistant talked them into purchasing something that they didn't want.

Shop Complaints

17



The customer is complaining that the item of clothing they purchased is causing an allergy.

Shop Complaints

18



The customer is complaining that music in the store is too loud.

Shop Complaints

19



The customer is complaining that the shop assistant knowingly sold the exact same outfit to another person going to the same party.

Shop Complaints

20



The customer is complaining that the item of clothing they purchased was soiled when they got it home.

Customer



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Companion



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Assistant



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Manager



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