**Consumer Complaint Roleplay Practice A**

**Situation:** Consumer does not like the meal. He/she thinks that it tastes terrible.

**Instructions:** With a partner, practice this conversation until it is easy to do without reading it.

Student A (Consumer): [Student B Name], “I don’t like this food. It tastes terrible.”

**Student B (PCA): “[Student A Name],** **I’m sorry you do not like the food****. You said it tastes terrible. Can you tell me what you do not like about it?”**

Student A (Consumer): The food has no flavor. You know that I like lemon in all my food.

**Student B (PCA): “Oh yes****. I remembered to add lemon. Maybe I did not add enough. Is there something that you would like me to do to make it taste better besides adding more lemon?”**

Student A (Consumer): “No. Just bring more lemon, please. That should make it taste better.”

**Student B (PCA): “OK****. Would you like me to add the lemon or bring you a lemon wedge so that you can add as much as you want?”**

Student A (Consumer): “Bring me a lemon wedge and I can add it myself.”

**Student B (PCA): “Of course****. I will bring you a couple of pieces to make sure you have enough.** **I’ll be right back with your lemon.”**

Student A (Consumer): “Thank you.”

**Student B (PCA): “You’re welcome****.** **I’m here to help you.”**

Reminders:

* Greet the consumer by name.
* Paraphrase the complaint.
* Ask 2 open-ended questions.
* Provide 2 solutions.
* Close with a positive statement.
* Use non-verbal communication.
	+ Eye contact
	+ Leaning towards speaker
	+ Nodding
	+ Hand gestures
	+ Friendly tone of voice