**Consumer Complaint Roleplay Practice C**

**Situation:** The consumer does not like the scent of the new body wash. He/she does not like anything with coconut.

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

Student A (Consumer): “[Student B Name], Why did you change the body wash to coconut scent? don’t like the smell of coconut on anything.”

**Student B (PCA): “[Student A Name], Oh,** **I’m so sorry. I didn’t know that you** **didn’t like coconut scent****. Can you tell me what scent you prefer (like)?”**

Student A (Consumer): “I like all scents except for coconut. I really like the smell of berries.”

**Student B (PCA): “I like berries too****. Would you like me to stop using this body wash now or continue for today and use the lemon scent lotion afterwards?”**

Student A (Consumer): “Yes, continue. I like lemon lotion. It is also strong enough to hide this coconut smell.”

**Student B (PCA): “OK****. I will make sure to use lots of lotion to hide the smell.”**

Student A (Consumer): “Good idea. As you use the lotion, you can give me a quick massage.”

**Student B (PCA): “Sounds good. Maybe after lunch we can go shopping for body wash and lotions****? You can pick the scents you like.”**

Student A (Consumer): “Great idea.”

**Student B (PCA): “Where would you like to shop?”**

Student A (Consumer): “I like the shopping mall.”

**Student B (PCA): “Great! It will be nice to go out.”**

Student A (Consumer): “Yes. 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 questions71.1.
* Provide 2 solutions.
* Close with a positive statement.
* Use non-verbal communication.
  + Eye contact, nodding, hand gestures
  + Lean towards the speaker, use a friendly tone of voice