

For Daily Link #11

15/5 Rule Scenes

Set up 3 groups of 2 people each (6 people total to act out the scenes) and assign each group a different scenario. Have each group play out their scenario, one person being the employee and one person being the customer, and then discuss with everyone what was right or wrong about each scene.

Example: for Scenario #3, have everyone discuss if the employee was doing the right thing, even though the customer did not want to be acknowledged.

Scenario # 1

Employee: Lean over counter super lazily, stare at fingernails and avoid ALL contact with customer. Ignore the customer completely.

Customer: Walk slowly by, trying to get the attention of the employee. Stop in front of them. Wave your hand in front of their face. Then walk away looking sad and dejected.

Scenario # 2

Employee: Make eye contact with customer at 15 feet away and smile. Have excellent posture. At 5 feet away, greet the customer with, Good morning! How are you today?

Customer: Walk toward employee, at 15 feet away, smile at them. At 5 feet away reply with Yes, it is a good morning! I'm doing fantastic! Thank you for asking! Then walk by with a happy and satisfied air.

Scenario # 3

Employee: Make eye contact with customer at 15 feet away and smile. Have excellent posture. At 5 feet away, greet the customer with, Good morning! How are you today?

Customer: Walk quickly by employee, avoiding all eye contact. Stare at the ground, make no reply and walk away quickly.

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