

Role Play Script: Customer Service at a Restaurant

Scenario:

A customer (Customer) has come to the restaurant and has a complaint about their meal. The waiter (Waiter) has to resolve the issue politely and professionally.

Waiter: *[Approaches the table with a smile]*

"Good afternoon! How's everything going with your meal today?"

Customer: *[Looking unhappy]*

"Actually, there's a problem with my order."

Waiter: *[Concerned but calm]*

"I'm really sorry to hear that. Could you let me know what seems to be the issue?"

Customer:

"I ordered a steak medium-rare, but it's overcooked and tough. This isn't what I expected."

Waiter: *[Apologetic]*

"I sincerely apologize for that. We want you to enjoy your meal. Let me take care of this for you. Would you prefer that we remake your steak or offer you a different dish?"

Customer:

"I would like the steak done correctly, please."

Waiter: *[Smiling]*

"Of course. I'll have the kitchen remake it right away. It'll just take a few minutes. In the meantime, would you like a complimentary appetizer or drink while you wait?"

Customer: *[Calming down]*

"That would be great. Thank you."

Waiter:

"You're welcome. I'll also make sure to inform the kitchen to prioritize your order. I'll be back shortly."

Waiter walks away, and after a few moments, returns with a small appetizer.

Waiter:

"Here's a little something while you wait. Your steak will be out soon."

Customer:

"Thank you. I appreciate the quick response."

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Federal Radio Education Committee



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Linguistic Ethnography of a Multilingual Call Center Johanna Woydack, 2018-09-24 This book presents an innovative institutional transpositional ethnography that examines the textual trajectory of the life of a calling script from production by corporate management and clients to recontextualization by middle management and finally to application by agents in phone interactions Drawing on an extensive original research it provides a behind the scenes view of a multilingual call center in London and critiques the archetypal modern workplace practices including extensive use of monitoring and standardization and use of low skilled precariat labor In doing so it offers fresh perspectives on contemporary debates about resistance agency and compliance in globalized workplaces This study will provide a valuable resource to students and scholars of management studies communication sociolinguistics and linguistic anthropology

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