

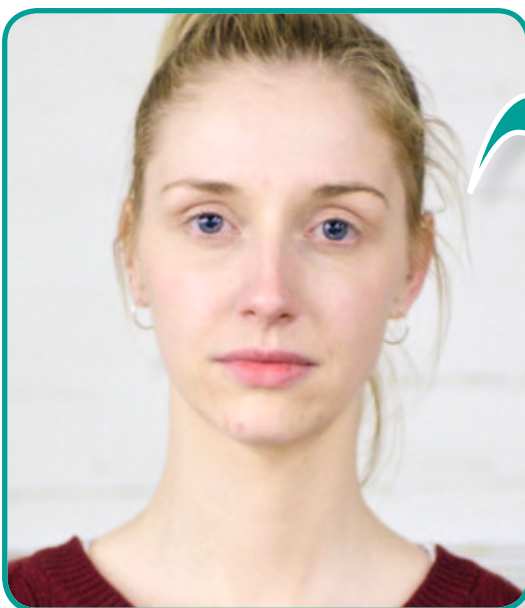
3. Listen before you speak

You are going to take part in some role-plays. Read the stories below.

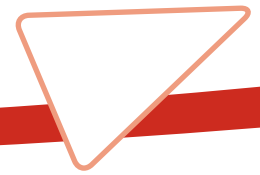
You will take it in turns to play Donna and Stef.



Role-play 1: Donna is working on reception. A customer comes in. She says she has an appointment with Jay. Jay is running late. He will be back in 15 minutes.



Role-play 2: Stef needs someone to look after her little girl for two hours on Saturday afternoon. She phones Tracey.



Activity 3: How did it go?



Describe how you communicated in your role-plays.

Think about:

- how well you spoke
- how well you listened
- things like your tone of voice.

Make notes below.

Role-play 1:

What was the outcome?

Role-play 2:

What was the outcome?