

### Preparation for Role Play

1. What kind of skills will you need to give a good service as a personal shopper?

2. What kinds of things might be sensitive for shoppers?

3. What kinds of things are you expected to do as a personal shopper?



4. What evidence can you find from store's websites to help you?

5. If your shopper is in a wheel chair, are there any things you need to do / say differently?

Think about kneeling down near to their level  
Think about taking things off shelves or racks for them  
Think about pushing their wheelchair

6. Once you give the customer directions to the fitting room, they discover that the disabled fitting room is full of extra stock. How do you deal with this embarrassing problem?