

Narrator Script: Power Provider

Gather your team around the action cards laid out in front of them.

We're going to walk through some fictional customer experience scenarios. You will be asked to make some decisions and reflect on your perception of the service you receive.

Start by reading out the first part of the scenario.

Scenario Part 1 of 4: You return from work in the late afternoon to discover there is no electricity being supplied to your home. All your neighbours tell you that they have power so there's no explanation for the outage. It's a real inconvenience and will impact your family's plans that evening. What do you do?

Invite the team to select one of the two action options in front of them. One is to phone customer support, the other is to visit the local office. Once they have made a selection, ask them to turn the card over and read the outcome out loud.

Ask them to consider:

- How they feel
- What they think of the company they're dealing with
- How they might talk about this experience to others

Then, move on and read out the second part of the scenario.

Scenario Part 2 of 4: Eventually you get through to the technical support team and they offer you two choices. Which do you choose?

Repeat the steps above - choose an action card, read aloud the outcome on the back and consider the same three questions:

- How do you feel?
- What do you think of the company you're dealing with?
- How might you talk about this experience to others?

Continue like this until all four parts of the scenario have been read out.

Scenario Part 3 of 4: You want to run some errands and you have time before the electrician arrives. Do you....

Scenario Part 4 of 4: Some time after the issue is resolved you receive a call from the customer service team asking you to rate the repair service you received. What do you do?

Narrator Script: Tailor

Gather your team around the action cards laid out in front of them.

We're going to walk through some fictional customer experience scenarios. You will be asked to make some decisions and reflect on your perception of the service you receive.

Start by reading out the first part of the scenario.

Scenario Part 1 of 4: You recently visited a tailor recommended by a friend. You left some fabrics with them on Monday and they told you they needed 2 days to complete the job, so you arranged to pick up your new jacket on Thursday. The tailor has just called you to say that they need an extra day and gives you two options...

Invite the team to select one of the two action options in front of them. One is to return in 3day's time, the other is to return at the weekend. Once they have made a selection, ask them to turn the card over and read the outcome out loud.

Ask them to consider:

- How they feel
- What they think of the company they're dealing with
- How they might talk about this experience to others

Then, move on and read out the second part of the scenario.

Scenario Part 2 of 4: You go back the following day and the jacket is ready. However, the tailor wants to renegotiate the price you agreed because the jacket had taken them longer than anticipated. Do you...

Repeat the steps above, choose an action card, read aloud the outcome on the back and consider the same three questions:

- How do you feel?
- What do you think of the company you're dealing with?
- How might you talk about this experience to others?

Continue like this until all four parts of the scenario have been read out.

Scenario Part 3 of 4: When you get home, you try on the jacket to find it is incredibly tight over your shoulders and too short on the arms. Do you...

Scenario Part 4 of 4: The charge for further alterations is minimal but you're not sure if it's fair. What do you do?

Narrator Script: Restaurant

Gather your team around the action cards laid out in front of them.

We're going to walk through some fictional customer experience scenarios. You will be asked to make some decisions and reflect on your perception of the service you receive.

Start by reading out the first part of the scenario.

Scenario Part 1 of 4: You arrive at a restaurant with your family and it's not clear whether you're supposed to choose a table or wait to be seated. Do you...

Invite the team to select one of the two action options in front of them. One is to wait for the waiter, the other is to choose your own seats. Once they have made a selection, ask them to turn the card over and read the outcome out loud.

Ask them to consider:

- How they feel
- What they think of the company they're dealing with
- How they might talk about this experience to others

Then, move on and read out the second part of the scenario.

Scenario Part 2 of 4: There are two recommended meals on the menu, which do you choose?

Repeat the steps above, choose an action card, read aloud the outcome on the back and consider the same three questions:

- How do you feel?
- What do you think of the company you're dealing with?
- How might you talk about this experience to others?

Continue like this until all four parts of the scenario have been read out.

Scenario Part 3 of 4: You decide it is probably not safe to eat the fish but some of your family have already tasted a few bites. Do you...

Scenario Part 4 of 4: When the bill arrives, you decide it does not seem fair to pay full price when everyone left a large part of their meal untouched. What do you do?

Narrator Script: Mobile Network Provider

Gather your team around the action cards laid out in front of them.

We're going to walk through some fictional customer experience scenarios. You will be asked to make some decisions and reflect on your perception of the service you receive.

Start by reading out the first part of the scenario.

Scenario Part 1 of 4: You have received your mobile phone bill and noticed that you have been charged for some international calls that you know you have not made. Do you...

Invite the team to select one of the two action options in front of them. One is to phone customer support, the other is to visit the local office. Once they have made a selection, ask them to turn the card over and read the outcome out loud.

Ask them to consider:

- How they feel
- What they think of the company they're dealing with
- How they might talk about this experience to others

Then, move on and read out the second part of the scenario.

Scenario Part 2 of 4: You take your bill to the local office. When you arrive, you're not sure if it is open. It is dark and there are boxes and papers on the floor, but you can see two people sat behind the front desk, so you go in anyway. One is busy with another customer but seems friendly and knowledgeable. The other is missing parts of her uniform and is playing on her mobile phone. Do you...

Repeat the steps above, choose an action card, read aloud the outcome on the back and consider the same three questions:

- How do you feel?
- What do you think of the company you're dealing with?
- How might you talk about this experience to others?

Continue like this until all four parts of the scenario have been read out.

Scenario Part 3 of 4: After much discussion, you are offered two options. Which do you choose?

Scenario Part 4 of 4: You're worried about leaving the bill unpaid, do you...

Ask your team how much longer they would pursue this issue?