

REHEARSAL GUIDE

A Role in the Show

Performing Effective Shift Meetings
Role Play Scenarios
Games and Contests

Welcome to A Role in the Show!

These games are designed to be used in pre-shift meetings to support A Role in the Show.

If you did not receive the complimentary sampler of our Rehearsal Guide for effective pre-shift meetings, click here [Rehearsal Guide](#)

Use a PC to deliver our customer care and sales training course!

For a FREE trial of A Role in the Show and other training guides please visit us

<http://www.lexingtoninteractive.com>

To purchase A Role in the Show, click here

**This Rehearsal Guide is provided with compliments from Lexington Interactive LLC.
*Not intended for re-sale but you can distribute freely provided all copyrights are honored.***

COMMUNICATION SKILLS

INSTRUCTIONS

1. Explain that we can interpret a guest's attitude through body language.
2. Allocate one of the following six roles to six participants. Do not reveal the role to anyone but that individual.
3. Ask each of the six participants to play the role using only body language.
4. Ask other participants to interpret the body language and guess the role. Allow 15-20 minutes.
5. Discuss feedback to determine how the group interpreted these roles.
6. Explain that we interpret most from a person's eyes, head and posture.

BODY LANGUAGE ROLES

- 1 Angry guest
- 2 Unhappy guest
- 3 Guest hesitant to ask a question
- 4 Confident cast member
- 5 Bored cast member
- 6 Indifferent cast member

COMMUNICATION SKILLS

INSTRUCTIONS

1. Ask cast members how they would react if they were dealing with a guest whose body language indicates they reject what is being said, appears defensive, aggressive or excluded from the conversation.
2. Remind the cast that both what they say and how it is said must be consistent. Guests can easily interpret insincerity when a cast member apologises through gritted teeth.
3. Ask cast members to complete a 5 point action plan to outline how they can communicate more effectively with their guests.

This Rehearsal Guide is provided with compliments from Lexington Interactive. It is not intended for sale, but can be distributed freely provided all copyrights are honored.

Use a PC to deliver our new customer care and sales training course!

Visit www.lexingtoninteractive.com/role-in-the-show_trial.asp for a FREE trial.

NOTE: Printing is disabled on the FREE Rehearsal Guide.