

# REHEARSAL GUIDE



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!**

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# TRAINING GAMES AND CONTESTS

The following pages contain a selection of exercises, games, contests and activities that can be used to reinforce the topics presented in the Role in the Show interactive course.

These activities are designed for use in an instructor led, group training session.

To prepare for the games and contests you will need ...

Flip chart or large sheets of paper

Appropriate prizes for winners

Post it notes

Marker and pens

## COMMUNICATION SKILLS

### INSTRUCTIONS

1. Ask the cast to give examples of good and bad communication they have experienced as a customer.
2. Record responses on a flipchart or sheet of paper
3. Highlight descriptions of good and bad communication

#### GOOD COMMUNICATION

- ✓ clear explanations
- ✓ confirming understanding
- ✓ listening and asking questions
- ✓ keeping the customer informed

#### BAD COMMUNICATION

- ✓ making assumptions
- ✓ lack of product knowledge
- ✓ condescending attitude

# COMMUNICATION SKILLS

## INSTRUCTIONS

1. Inform the cast that guests gain an impression of the restaurant based on the quality of communication
2. Split the cast into groups of 3-5 and ask them to produce details about the following...
  - ✓ the types of guest they communicate with
  - ✓ when the communication takes place
  - ✓ how the communication takes place
- ✓ are the above examples the best methods for communicating with guests?
3. Allow 10-15 minutes, then discuss the answers and ensure that the cast have considered all types of communication with guests, such as written-the bill, visual-specials boards and the menu, and verbal
4. List ideas for ensuring clear communication in all of these areas

# COMMUNICATION SKILLS

## INSTRUCTIONS

1. Explain to the cast that when they communicate with guests, they can interpret a great deal from body language, just as the guests interpret non-verbal messages from the cast.
2. Ask cast members for examples of non-verbal messages.
3. Write the responses on a flipchart or paper.

### NON-VERBAL MESSAGES INCLUDE

- ✓ eye contact
- ✓ facial expressions
- ✓ speed of speech
- ✓ gestures and movement
- ✓ posture
- ✓ clothing

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