

# ROLE-PLAY STRUCTURE

(30 MINUTES)

Groups of 3–4:

- Agent
- Guest A/B/C
- Observer (optional)

Rotate roles  
occasionally.



## Role-Play: Advanced Guest Adaptation Techniques

### Preparation:

1 min prep (notes + rubric).

5 min live role-play.

2 min feedback.

- Rotate so each person is Agent once.
- Keep a timer visible.

# SCENARIO SET 1: EVENING PEAK (6:15 PM)

Guest A: Key doesn't work; Zoom at 6:30; needs Wi-Fi/charger.

Guest B: Infant needs crib and warmer blankets (floor 10).

Guest C: Late for 6:45 dinner; rideshare in 7 min; needs directions + printed confirmation.

Coach cues:

- Prioritize A (time-boxed), dispatch engineering
- start crib request
- give C directions + print in under 60 sec.

Sample language:

"I'm dispatching engineering now; meanwhile, I'll set you in the business center with a charger. ETA 5 minutes."

Your dialogues here:

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# Scenario Set 2: Morning Crunch (7:40 AM)

- Guest A: Water leak near bathroom light (safety).
- Guest B: Shuttle at 8:00; incorrect minibar charges; needs receipt.
- Guest C: Presenting at 8:15; needs HDMI adapter + quiet space in 5 min.

Coach cues:

Safety first (call engineering; advise avoidance); parallel billing correction; source adapter/space; provide backup plan.

Sample language:

“Engineering is en route within 3–5 minutes. Please avoid the area. I’m getting an adapter now and reserving a quiet space.”

Your dialogues here:

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# SCENARIO SET 3: LATE NIGHT (11:05 PM)

Guest A: Loud noise next door; early flight at 6 AM.

Guest B: Severe nut allergy; tray with peanut dessert outside door.

Guest C: No hot water; needs quick fix or alternate room.

Coach cues:

1. Allergy sanitation first;
2. Noise (security/quiet hours/room move)
3. Hot water with alternate room access if faster.

Sample language:

"I'm dispatching sanitation immediately and removing the tray now. Security will address the noise. I can key you to an alternate shower within 10 minutes."

Your dialogues here:

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