**Labeling Roles and Expectations
Customer script #1**

L2

(Customer): *"Can you help me find _____ over here?"*

(Employee): *"No ma'am, but I can find someone who can help you. I will be right back."*

(Customer) : *"Thank you."*

**Labeling Roles and Expectations
Customer script #2**

L2

(Customer) (acting upset): *"This tool is way too expensive. Do you think I would buy this at this price?"*

(Employee): *"I am sorry.   The manager is over at that desk. I think she can help you with that."*

**Labeling Roles and Expectations
Customer script #3**

L2

(Customer in a restaurant where you bus tables) (looks at you when you pass the table): *"You are making too much noise with those dishes. Can you keep it down?"*

(Employee): *"I am very sorry. I will try to be quieter."*
(Go and report to supervisor: let the supervisor deal with it!)