

Customer Service Role Play: Observer Notes

Name of representative: _____

Verbal Communication	Notes
Note: pauses, stutters, word choices, emphasis.	
What was the quality of the representative's tone of voice? (Calming? Angry? Frustrated? Spoke too softly? Too loudly? Too slowly? Too quickly?)	
Was the representative's choice of words effective in dealing with the problem? If so, how? If not, why?	

Non-verbal Communication	Notes
Note: facial expressions. Gestures, body movements, posture, eye contact.	
What is the representative's posture? Body moving away from customer, or leaning in to show interest?	
What gestures did the representative use? (Nodded to show they were listening? Crossed arms? Smiled? Frowned?)	
Were the gestures effective in making the customer at ease, or did it escalate the tension?	