



# Returning faulty goods role-play sheet

## Scenarios

### Role-play 1 The Fair play? scenario

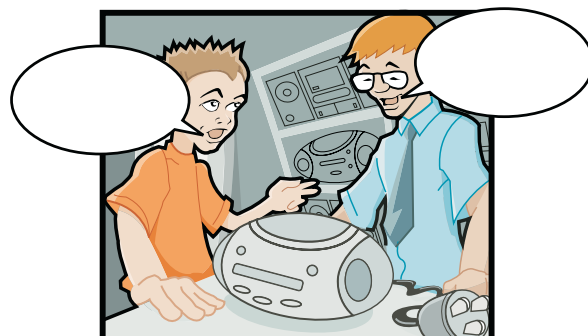
Sam is returning the faulty CD player to the shop assistant.

### Role-play 2 The faulty T-shirt

Aroha buys a new T-shirt but when she gets it home she sees the stitching is coming undone around the shoulder. She is returning the faulty T-shirt and speaking to the shop assistant.

### Role-play 3 The faulty cell-phone

Joe's friend Tim bought a cellphone. After one week of use it stops working. Tim has explained the problem to the shop assistant who has called the manager. Tim needs to explain the problem to the manager. The manager will want to know that Tim has not done anything to damage the cellphone and will want to check that he has not taken it apart and explored or modified how it works.



## Roles

### The consumer

1. Use the **Making a complaint about faulty goods** sheet to help you prepare what you are going to say to get your problem with the faulty goods fixed.
2. Practice what you are going to say before you start the role-play.

### The shop assistant or manager

1. Prepare what you are going to say to the consumer when they make a complaint about faulty goods. Decide which of these two approaches you will take:
  - a) agree to fix the problem once it is well-explained to you, or
  - b) make it harder for the consumer to explain the problem but not get angry. You eventually agree to fix the problem once it is well explained to you.
2. If the fault is minor, decide what you think is the appropriate solution or remedy for the problem – a repair, a replacement or a refund. Think about why you would respond in a particular way, eg, the repair may be more expensive than a replacement.

### The support person

1. Your role in the role-play is to silently support your friend, the consumer.
2. You are also the observer of the role-play and can stop it at any time and discuss what is happening with the two characters.
3. You are responsible for following the instructions your teacher gives you to de-role the characters in the role-play.
4. When the role-play has finished you can lead a discussion with your group members on how it went. You can tell them what you observed happening in the role-play.

