

**Clerical/Administrative Support  
Job Family 1**

**ROLE PLAY**

***In this scenario, you receive a telephone call from an angry customer who believes he has reached the Billing Department. You do not work for the Billing Department.***

**Staff Member (Answering the telephone):**

*“Good Afternoon. Manager’s Office. This is **(insert your name)** speaking. How may I help you?”*

**Customer (Sounding angry):**

*“How many times do I have to call you regarding my bill? It’s still not right!?! This is the third time I’ve tried to get some resolution for these incorrect charges. I get bills from you, and then I call you and am told that everything is okay. And then I get more bills!  
WHAT IS THE PROBLEM!?!”*



**Staff Member:** (How would you respond?)