



Role - Play Prompts

Use the following prompts for your practice.

Urgent Matter • Guest: 'I need this done immediately!' • Staff: 'I understand your urgency, let me prioritize and assist you right away.'	Delayed Request • Guest: 'Why is my request delayed?' • Staff: 'I apologize for the delay, and I'll make sure your request is completed as soon as possible.'	
Mix-up • Guest: "This isn't what I asked for." • Staff: "I'm sorry for the mix-up. Let me correct this for you right away and ensure it meets your expectations."	A Very Long Wait • Guest: "I've been waiting too long for help." • Staff: "I truly apologize for the wait. Thank you for your patience — I'm here now to assist you immediately."	Unacceptable Service • Guest: "This is unacceptable service!" • Staff: "I'm really sorry to hear that. Let me make it right — I'll personally take care of this for you now."



Good Luck!