

## **Exercise #4**

### **Simulation: Greeting, Inquiry, Service**

This simulation will help you explore basic ways to greet, field questions and provide customer service to a member of your diverse community.

In this simulation, one person plays the librarian, one person plays the customer, and two people act as observers. Using the list of customer service guidelines and the Spanish language cheat sheet (if you need or want it), simulate an initial interaction where you

1. Greet the customer
2. Respond to an inquiry about library materials
3. Provide service

Observers will give feedback after each simulation.

#### **When you finish, record the following:**

What I did well:

What I could use more knowledge or skill in:

What I didn't know I knew (or knew how to do) until I did it:

What I wish I knew how to do:

What or who could help me to improve?