**Scenario 1: Role play script**

**Tasks:**

There are some mathematical gaps to complete before rehearsing the script, note the leaflet calculations and the value of VAT (internet research and calculators can be used).

Decide on which people in your group are going to present the scenario to the class and rehearse the script a couple of times.

Present your script to the class. As a group, be prepared to answer the questions:

* Which two key department areas are involved in this scenario?
* Describe what is happening in this scenario.
* Could anything have been done in a different way?
* What are the potential benefits and dangers of negotiating prices with a supplier?
* What are the potential risks of working with a new supplier with respect to payments made and quality issues?
* What does the term capital mean? (internet research could be used).
* Is the invoice discussed receivable or payable?
* Explain the impact character C1 might have on company culture?

Within your group, decide on which two people are reading the script featuring two characters, C1 and C2, below.

C1: Thanks for popping in [insert student name]. Take a seat.

C2: Not a problem [insert student name]. I was planning to come and see you today anyway.

C1: The new leaflets have arrived; they look great, and I think they will generate some good leads in the local area. Did the invoice come with the delivery? I wanted to double check it as we are using a new supplier.

C2: No, they sent it via email later in the day. I’ve brought it along. Here are the key headlines:

500 leaflets at £0.79 each, at total of £ \_\_\_\_\_\_\_\_\_\_

Boxing and delivery is £25.00

VAT is at \_\_\_\_\_\_\_\_\_\_ %

Overall cost including VAT is: £\_\_\_\_\_\_\_\_\_\_

C1: OK, sound good and a little cheaper than I thought. What are the payment terms?

C2: As this the first time we have ordered from them, payment terms are 5 days. If we order from them again, we will be able to set up an account and the price will come down. I think the payment time is too short; I would like to go back and renegotiate.

C1: No need, they have done a great job and it’s the first time we’ve worked with them so let’s keep the goodwill going and make the payment as soon as possible. This can be paid from main capital as it is part of our strategic planning for this year.

C2: OK, will do, is there anything else we need to discuss today?

**Scenario 2: Role play script**

**Tasks:**

There is a gap to complete before rehearsing the script, note the line about what a QR code is (internet research can be used).

Decide on which people in your group are going to present the scenario to the class and rehearse the script a couple of times.

Present your script to the class. As a group, be prepared to answer the questions:

* Which two key department areas are involved in this scenario?
* Describe what is happening in this scenario.
* Explain which method is the most cost-effective.
* Explain the difference between physical and digital distribution of the leaflet content.
* Describe a positive and negative implication of storing leaflets in the office.
* Explain why asking office employees is not a cost-effective way to deliver leaflets.
* Other than linking to a website address, how else can QR codes be used?

Within your group, decide on which two people are reading the script featuring two characters, C1 and C2, below.

C1: Hi [insert student name], thanks for coming in to see us. We are excited about showing you this.

C2: No problem [insert student name]. What have you got?

C1: We have created a new flyer that will be distributed to residents around the homes we are already representing. It includes information about:

* some of the best homes we are selling
* a breakdown of the services we offer
* reasons to use us, rather than a nationwide service
* a QR code that links directly to our new website.

C2: That sounds great, remind me what a QR code is again?

C1: A QR code is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

C2: I presume you want me to look into how to get these out to customers?

C1: Exactly, what are the options we need to consider?

C2: Well, we have a few choices:

* We can ask some of our own employees to do a postal drop.
* We could post them all using the postal service, but we will need to generate a list of addresses for labels.
* We could hire local students and ask them to deliver to everyone nearby.
* We could also place them in local libraries and community centres.

C1: Lots to consider, I’ll take these to the management team for consideration.

C2: Great, let me know which way you want to proceed.

**Scenario 3: Role play script**

**Tasks:**

There is a gap to complete before rehearsing the script, note the like about what describing VR and AR (internet research can be used).

Decide on which people in your group are going to present the scenario to the class and rehearse the script a couple of times.

Present your script to the class. As a group, be prepared to answer the questions:

* Which two key department areas are involved in this scenario?
* Describe what is happening in this scenario.
* Could anything have been done in a different way?
* Explain how new jobs are advertised today.
* Describe how the company could potentially monitor how their competitors are using AR and VR?
* Explain, with examples, the reason for discrimination and equality rules when advertising a new role.

Within your group, decide on which two people are reading the script featuring two characters, C1 and C2, below.

C1: Hi [insert students name], thanks for taking the time to see me.

C2: No problem [insert students name]. What can I do for you?

C1: As you know, we are expanding the use of new technology as part of the strategic plan. Specifically, we are looking at the use of Virtual Reality (VR) and Augmented Reality (AR) by both our sales and marketing team and our customers.

C2: Sounds existing, remind me what VR and AR means.

C1: VR and AR are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

C1: We would like to hire a new member of the team to work specifically on this, I have lots of projects, especially with the new website and app, and this person could focus on this area and how our competitors are experimenting in this field.

C2: OK, thinking about a potential job advert, what sort of person are you looking for?

C1: Someone with a clear interest and experience in this area, they don’t have to have worked with our sort of business, but we would like to see examples of their work and how it could be applied in our business. Experience is more important than qualifications at this point as many of the college and university courses delivering this technology are brand new.

C2: Thank you, the advert will also need to follow the latest rules concerning discrimination and equality.

C1: Of course, I’ll leave that with you to put together an advert, then I will get management and financial approval before you start looking for potential applicants.

**Scenario 4: Role play script**

**Tasks:**

There is a gap to complete before rehearsing the script, note the line about what pain points are (internet research can be used).

Decide on which people in your group are going to present the scenario to the class and rehearse the script a couple of times.

Present your script to the class. As a group, be prepared to answer the questions:

* Which two key department areas are involved in this scenario?
* Describe what is happening in this scenario.
* Could anything have been done in a different way?
* What opportunities might there be for remote working and shared storage?
* What sort of KPIs (Key Performance Indicators) might an estate agent use?
* How might real-time monitoring be used at Peak Demand Estate Agents?

Within your group, decide on which two people are reading the script featuring two characters, C1 and C2, below.

C1: Hi [insert students name], thanks for taking the time to see me.

C2: No problem [insert students name]. What can I do for you?

C1: As you know, we are expanding the use of digital within the business and a couple of our projects are going to have a direct impact on you and your team of agents.

C2: I take it you are talking about the new virtual reality house tours project and the use of cloud documents that allows clients to help build their own home sale brochure.

C1: Correct, I need to know that you and the team are going to be happy introducing this to our clients when ready.

C2: Yes, we’ve already been planning ahead, recently I met with Research, Design and Development about these projects, and we discussed the following points: required training for our agents, use of own and business devices, support training for clients and how to identify clients that might be interesting in trying these new systems.

C1: Brilliant, considering potential pain points is really important. By a pain point I mean \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

C2: Some clients might not be familiar with, nor interested, in the use of technology. What we need to focus on is the practical use and benefits they offer for some clients, but not all. We also had to consider access to the internet so we are going to be equipped with 5G mobile Wi-Fi hotspots we can connect devices to if they are wanting to design their sales brochure using our tablet or try our virtual tour using a VR headset or AR smartphone app.

C1: Sounds like your team is taking these new advances head on, great. I suggest you identify five potential clients for a trial, making sure the technology can meet a range of user needs.

C2: Already on it – we have had a client with restricted movement ask about the potential for viewing properties remotely and they were delighted with the opportunity to be part of the trial.

C1: OK, let’s meet again next week and keep me updated with other potential clients.