

Help Desk Role-Play Script

NAME _____ DATE _____ PERIOD _____

Two people, two jobs. One partner is the **User** with the broken technology. One partner is the **Help Desk Tech**. Read down the page, taking turns. Fill in the blanks with your own scenario. Run the script once, then switch roles and improvise the second round without it.

The four rules the Tech is practicing: acknowledge the problem, use simple language, walk through one step at a time, stay calm.

TURN	USER SAYS	HELP DESK TECH SAYS
1	"Hi, I have a problem with my _____."	"Thanks for calling. My name is _____. I can help."
2	"It has been doing this since _____ and I am frustrated."	"I understand this is frustrating. Let me help you fix it."
3	"What do I do?"	"Let's try one thing at a time. First, can you _____?"
4	"Okay. I did it. Now it says _____."	"Good. Thank you for checking. Next, please _____."
5	"That did not work either."	"That is okay. It tells us something. Now let's try _____."
6	"It worked! Thank you." (or) "It still does not work."	"I am glad that fixed it." (or) "I will document what we tried and explain the next step before I pass this to a specialist."
7	"Is there anything else I should know?"	"If it happens again, try _____ first, and call us back."

Words That Help and Words That Hurt

The Tech's job is to sound calm and use plain words. Use the left column. Avoid the right column.

SAY THIS	NOT THIS
"I understand this is frustrating."	"Calm down."
"The box that connects to the internet."	"The router."
"Let's try one thing at a time."	"Just do all of this and call me back."
"Thank you for checking that."	"You should have checked that already."
"I will explain what happens next."	"That is not my department."

After the Role-Play

One thing my partner did well as the Tech:

One rule I want to do better next round (acknowledge, simple language, one step at a time, stay calm):