

Script 1

Instructions: Choose one partner. One person will be the LVL and the other person will be the vendor. Read the scenario and role-play the script with your partner.

Scenario: An LVL has just completed a TA visit and is talking to the vendor about the condition of the fresh produce.

LVL	<i>Your bananas are too ripe. You'll have to throw them away.</i>
Vendor	<i>They're not too ripe. Those brown spots won't hurt anybody.</i>
LVL	<i>The bananas are turning into mush. Get rid of them.</i>
Vendor	<i>If I throw them away I lose money.</i>
LVL	<i>Yeah I know but you have to anyway.</i>
Vendor	<i>I can't throw them away. I won't meet the MSR.</i>
LVL	<i>There's nothing I can do about that.</i>
Vendor	<i>Bananas ripen too fast. I can't change that. They're OK.</i>
LVL	<i>The WIC Shopping Guide says "Fresh Yellow Bananas." These are not fresh or yellow.</i>
Vendor	<i>Can you find me a distributor that can deliver better bananas?</i>
LVL	<i>Sure, Joe Smith down the street told me who he buys from. Call Better Fruit Distributors and see what they can do for you.</i>
Vendor	<i>Thanks. Next time I'll have better bananas.</i>
LVL	<i>I still have to mark you as not having bananas this time.</i>
Vendor	<i>No, no. Please don't. Just mark it as OK and I'll get new bananas next week. I promise.</i>
LVL	<i>OK, but just this once.</i>
Vendor	<i>Thank you. Here...have an apple to take with you.</i>

Instructions: Some of the LVL statements above might cause a vendor to become defensive during this conversation.

1. Mark or highlight the LVL statements that can be reworded in a more effective Participant Centered Services customer service style.
2. Discuss with your partner how you would reword one or two of these statements.