

## Training Module:

### Role-playing: Refusing Sales



# Role-playing

What is Role-playing?

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Role-playing is a learning technique in business training. It is a confidence builder, it helps develop good listening skills, and it provides opportunities to strengthen problem-solving skills.

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Role-Playing, allows a learner to assume the role or tasks of a job by practicing or simulating real working conditions. The objective of role playing is to learn, improve or develop upon the skills or competencies necessary for a specific position.

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Role-playing takes place between two or more people, who act out roles to explore a particular scenario. It's most useful to help you or your team prepare for unfamiliar or difficult situations.

# Role-playing

## Why Role-play?

Role plays allow trainees to apply new technical knowledge and skills in situations that simulate those they encounter at work, which helps facilitate transfer of learning to the workplace for improved on-the-job performance. Role plays require trainees to react to situations in the moment when applying technical information and procedures they have learned.

In addition, role plays help facilitate transfer of learning by giving trainees opportunities to:

- Practice real-life scenarios in a safe, non-threatening environment where it is permissible to make mistakes
- Work in small groups and observe the facilitator or an experienced trainee demonstrate the provider role, which helps trainees to be comfortable trying out new approaches
- Become confident using job aids and tools to facilitate performance of work tasks
- Receive targeted feedback and support after each time they role-play a scenario; such immediate feedback is crucial for trainees to achieve a high level of proficiency and attain workplace performance expectations

Learning how to refuse a sale to a customer is difficult and challenging. Role-playing different scenarios will make a difference in your ability, confidence, and success.

# Role-playing

Who participates in Role-playing?

Role-playing can be practiced with two (2) or more individuals, and can be done in different approaches ...

Approaches for Role-playing:

- One participant is the trainer, or experienced employee, and the other is also an experienced employee
- One participant is a trainer, or experienced employee, and the other is the trainee
- Both participants are trainees

Practicing each of the above approaches is recommended. Participants should take turns being the employee conducting the transactions at the Point-of-Sale and being the customer attempting to purchase a tobacco product.

# Role-playing

## Let's Practice

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### Scenario 1:

Decline purchase attempts by a minor made with written parental permission.

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### Scenario 2:

Decline to sell cigarettes, smokeless tobacco, and other tobacco products to underage persons who are friends and acquaintances.

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### Scenario 3:

Decline a sale when the customer has no photographic identification.

# Role Playing

## Let's Practice

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Scenario 4:

Decline a sale when the customer's photographic identification contains no date of birth

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Scenario 5:

Decline a sale when the customer's photographic identification has expired.

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Scenario 6:

Decline a sale when the customer's photographic identification does not appear to be authentic.

# Role Playing

## Let's Practice

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### Scenario 7:

Decline a sale when the customer's photographic identification shows the customer to be underage.

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### Scenario 8:

Same customer that visited yesterday asks to purchase a packs of cigarettes and does not have his ID today but had showed it to you yesterday.

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### Scenario 9:

Customer exclaims, "You guys never card me!"

# Role Playing

You did it!

Now, you should feel more confident in your ability to decline a sale of tobacco products to any customer who cannot provide acceptable proof that they are 21 years or older!

If you feel you need additional role-playing practice time, please talk to your manager or assigned trainer.



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# Nevada Responsible Tobacco Retailer



## Training Module: **Role-playing: Refusing Sales**

Tobacco Control Program  
Division of Public and Behavioral Health

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