

Student worksheet

Role play 3 : Upgrading Your Woodworking Workshop

You work in a woodworking company.

One of your customers wants to modernize his workshop and he is planning to change its planing machines.

The assistant to the manager who initiated the project has given you the current plan of his workshop.

Today you are receiving the head of the SME - Small and medium size enterprise and his assistant.



Team A: You are a front desk agent . You are in charge of welcoming the visitors



Team B: You are an occupational health and safety technician in charge of safety in the workshop



Team C: You are a CAD technician. You have drawn up the plans of the old /the new workshop. You present them to the visitors.



Team D: You are a woodworking machines technician. You have to explain how the planers work and compare two models that you have in the workshop.



Team E : You are the small company owner and his assistant.



Role : as a front desk agent

Motto : You never get a second chance for a good first impression.

Objectives :

- welcoming visitors
- making them feel comfortable

Context :

You receive two visitors : a company director and his advisor.
They come to see the work their technicians have produced.

Tasks :

1. Check their identity.
2. Give them a safety badge.
3. Check the time / the reason why the visitors are here.



Role : as a occupational Health and Safety Technician

Motto : Workplace safety and productivity go hand in hand.

Objectives :

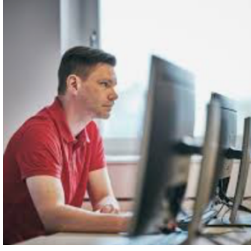
- welcoming visitors to the company safely.
- checking the conformity of the technicians' work.

Context :

You receive two visitors: a company director and his advisor.
They want to reorganize and update their workshop.
They come to see the work the technicians have produced.

Tasks :

1. Check their knowledge and proper use of appropriate Personal Protective Equipment.
2. Make sure they know the rules in the workshop.
3. Give advice to the technicians in charge of the project and answer the visitors' questions.



Role : as a CAD Technician

Motto : A place for everything and everything in its place.

Objectives :

- setting up an efficient workspace
- giving a virtual workshop tour
- convincing the customers

Context :

You receive two visitors : a company director and his advisor.

They want to reorganize and update their workshop.

They come to see the work you have produced from the data they sent to you a few days ago.

You show them what you have designed on your computer.

Your occupational health and safety manager is involved in the discussion.

Tasks :

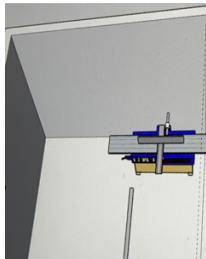
1. Name the different machines and their location in a clockwise direction.
2. Explain to them how you have decided to organize the machines (by chance? In relation to light? In connection with the dust extractor?)
3. Ask your health and safety manager for advice.

Running a workshop tour

So, we have got a (ten) by (five) beautiful space to work with

I'd love to show you around.

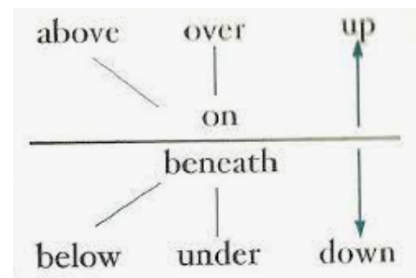
We'll start over here and work our way around



- As you can see as we go along this wall, there is
- There's not a great deal on this wall
- On the backwall, we've got
- We move onto ...

Let's continue with the tour, shall we ?

- We look on the other side
- We move on from (consumable corner) to (craft corner)
- We move back to
- If you look back at the other end of the workshop



On the right-hand side
On the left-hand side



Role : as a woodworking machinery technician

Motto : nothing's better than a wood planer

Objectives :

- Explaining the differences between the two planers.
- Convincing the customer that he should buy a new one.

Tasks :

1. Dialogue with customers and safety managers
2. Give technical data
3. Compare the two planers

Role : as a small company owner



Motto : Keep it the same.

Objectives :

- Taking a workshop tour
- Making a decision on the organisation of your new workshop

Tasks :

4. Dialogue with technicians and safety managers.
5. Let your assistant know what you think is positive and what you think is not.

Taking a workshop tour

I'm terrible

I don't like to move things and reorganize and I'm sure everything will look exactly the same in another year's time.

Something we should do

This machine takes up room

Is this workbench bigger than ?

This is an unefficient use of space.

Nobody hardly ever actually stands here.

We're probably going to change that a bit.



I'm really pleased with that

It seems to work great there

It's nice to have everything having its own home, easy to grab.