

ROLE CARD: TECH EXPERT

Your role

You are a **telecommunications technician**. A client comes to you with a problem.

You must:

- understand the problem
- explain the technology
- recommend a solution

You should explain:

- Differences between 1G / 2G / 3G / 4G
- Analog vs digital
- Speed (dial-up, DSL, cable)
- Advantages of modern networks

Useful sentences

- *Your problem is related to...*
- *This technology works by...*
- *It is faster/slower than...*
- *The main advantage is...*
- *I recommend using... because...*
- *In your case, the best option is...*

Remember

- Speak clearly
- Use technical vocabulary
- Help the client understand
- Compare different technologies

B ROLE CARD 1 : CUSTOMER – Slow phone

Your role

You have a **problem with your phone or connection.**

You must:

- explain your situation
- ask questions
- decide if the solution is good

Problem:

Your phone is very slow when using the internet.

You can say:

- *My phone is very slow.*
- *Internet doesn't work well.*
- *Is this normal?*

Ask:

- *Is there a faster option?*
- *Why is it so slow?*

MUST- USE QUESTIONS:

- *What do you mean by...?*
- *Is it faster than...?*
- *Why is it better?*
- *Can you explain that again?*

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B ROLE CARD 2 : CUSTOMER - Security problem

Problem:

You are worried about privacy and data security.

You can say:

- *I need secure communication.*
- *My data is important.*
- *I don't want people to access my information.*

Ask:

- *Is this system safe?*
- *What is encryption?*

MUST- USE QUESTIONS:

- *What do you mean by...?*
- *Is it faster than...?*
- *Why is it better?*
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B ROLE CARD 3 : CUSTOMER : Rural area (Galicia context)

Problem:

You live/work in a rural area with poor connection.

You can say:

- *I live in a rural area.*
- *The signal is very weak.*
- *Sometimes I have no connection.*

Ask:

- *What can I do?*
- *Is there a better network?*

MUST- USE QUESTIONS:

- *What do you mean by...?*
- *Is it faster than...?*
- *Why is it better?*
- *Can you explain that again?*

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B ROLE CARD 4 : CUSTOMER : : Old phone (2G)

Problem:

You only have an old phone.

You can say:

- *I have an old 2G phone.*
- *I can only make calls.*
- *I can't use internet properly.*

Ask:

- *Do I need a new phone?*
- *What is the difference?*

MUST- USE QUESTIONS:

- *What do you mean by...?*
- *Is it faster than...?*
- *Why is it better?*
- *Can you explain that again?*

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B ROLE CARD 5 : CUSTOMER : Work needs (professional context)

Problem:

You need a reliable connection for work.

You can say:

- *I need a good connection for my job.*
- *I use my phone every day.*
- *Speed is important for me.*

Ask:

- *What is the best option?*
- *Is 4G enough?*

Useful questions

- *What do you mean by...?*
- *Is it faster than...?*
- *Why is it better?*
- *Can you explain that again?*

Remember

- Ask questions
- Show interest
- React to the expert's explanations
- Decide if the solution is good