

**Supporting customers
who have dementia**

Second Drama Scripts

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Supporting Customers who have Dementia

DRAMA SCRIPT 2

1. RETAIL

Person with Dementia = PWD

Customer Facing Staff = CFS

Setting: Customer Services Desk

PWD Hello, I bought this here but it's not right. I would like my money back please.

CFS Certainly, do you have your receipt?

PWD Oh (starts rummaging in pockets/bag) no, I don't think I have is this it?

CFS No, that's a bus ticket. I'm afraid I can't give you a refund without a receipt.

PWD I'd like my money back please.

CFS I'm so sorry, I can't give you your money back without a receipt first.

PWD Here it is.

CFS Ah, that's not the right one, shall I see if it's in the bag? (pulling the receipt out).

PWD Oh thank you, you are kind. Do I know you?

CFS You may do, I've worked here a long time.

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2. TRANSPORT

Person with dementia = PWD

Customer Facing Staff = CFS

CFS Where to?

PWD Pardon?

CFS Where are you going?

PWD Home.

CFS Very funny! Where are you going?

PWD I don't know, I want to go home.

CFS Don't worry, we'll get you there. Have you got something with your address on?

PWD I don't know (rummaging in pockets/bag), is this it?

CFS Oh yes, that's not far from here. That's fine, you sit tight and I'll make sure you get home safely.

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3. FINANCIAL ORGANISATION

Person with dementia = PWD

Customer Facing Staff = CFS

PWD I'd like some money please.

CFS How much would you like?

PWD £50 please.

CFS Have you got your card? You need to put it in the machine and put in your pin number please.

PWD Sorry? I just want my money.

CFS That's alright, I can help you. Let's go to the interview room. It's quieter there and we can sort everything out.

PWD Oh, thank you, you are lovely! Do I know you?

CFS You may do, I've worked here a long time.

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4. GENERAL

Person with dementia = PWD

Security Guard = SG

Setting: Shop Floor, Shopping Centre

PWD Can you tell me where it is?

SG Can I tell you where what is?

PWD Can you tell me where it is please?

SG What is it you're looking for?

PWD The ermtram.

SG Where are you wanting to go?

PWD I want to get out of here and go home. Which way is the tram?

SG I'll walk with you to the exit and show you where the bus station is.

PWD That's kind of you, yes it's the bus station I want – silly me! I'm sorry to be a nuisance.

SG That's alright, I'm happy to help you.