

Customer Role-Play Cards

Each card shows a different type of customer. Use them to practice upselling, greetings, and thank-yous at your lemonade stand.

Instructions:

- Shuffle the customer cards and place them in a stack.
- One player draws a card and acts as the customer.
- Another player is the seller at the lemonade stand.
- The customer reads (or is read) their card scenario. (Keep it secret and act it out as a surprise for the seller)
- The seller practices their greeting, upselling, and thank-you.
- Switch roles so everyone gets a turn as customer and seller!

At the end, think or talk about what you learned. (What makes a customer happy? Why is it good to say “thank you”? How can you get more people to buy lemonade?)

Emily

The Indecisive Neighbor



Scenario: Emily wants to buy lemonade but can't decide between the small or the large cup. She keeps asking questions and going back and forth.



Sophia

The Rushed Customer



Scenario: Sofia needs to buy her lemonade quickly because she's running late for work. The seller should still greet her warmly and find a fast way to suggest something extra before she rushes off.



Mateo

The Curious Kid



Scenario: Mateo has never tried lemonade before. He asks lots of questions about how it's made, what flavor it is, and if it's too sweet. He might finally decide to try a cup if the seller explains it in a fun way.



Mr. Carlos

The Generous Grandpa



Scenario: Grandpa Carlos is buying lemonade for his grandkids. He's willing to buy more than one cup if the seller suggests it kindly.



Jaden

The Thirsty Athlete



Scenario: Jaden just finished playing soccer and is very thirsty. He wants something super refreshing and might choose a large lemonade—or even two—if the seller suggests it.



Chloe

The Shy Girl



Scenario: Luna wants lemonade but speaks very quietly and isn't sure how to ask. The seller needs to greet her warmly and help her order.



Diego

The Flavor Explorer



Scenario: Diego loves to try new things. He asks if the stand has special flavors like strawberry or mint. He might be interested in buying a few small cups to taste and compare different flavors.



Isabella

The Coin Collector



Scenario: Isabella pays with lots of coins. It takes her time to count them, and the seller should be patient, thank her, and maybe suggest a snack with her drink.



Oliver

The Returning Friend

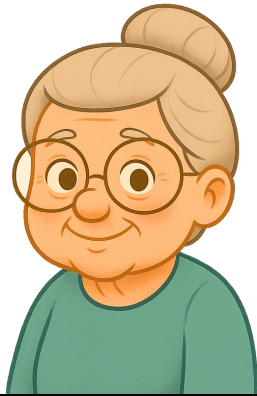


Scenario: Oliver already bought lemonade yesterday and came back because he liked it. He wants to feel special as a “loyal customer.” The seller can thank him and even offer an extra cup as a courtesy gift.



Grandma Maria

The Careful Spender



Scenario: Grandma Maria wonders if the lemonade is too expensive. She asks about deals or better prices. The seller should explain why it's special and convince her it's a good choice.



Anthony

The Distracted Teen



Scenario: Anthony stops by the stand while checking his phone. He barely pays attention, so the seller needs to catch his interest and suggest a refreshing lemonade before he walks away.



Lucia

The Returning Friend



Scenario: Lucia loves sweet things and asks if the lemonade is very sugary. She might buy a large cup—or even add a snack—if the seller tempts her

