

Role-play for competence acquisition

A use case from the tourism sector

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Outline

- The game – or what is it all about.
- What makes it a game? Where lays the challenge?
- How the game evolved?
- The target audience and learning outcomes.
- Game Testing
- Game Usability
- Player Interviews

The game – or what is it all about.

- The role play game is a text based scenario game.
- Different roles, different scenarios, challenges.
- What do you do?
- The goal of the game is to achieve high satisfaction of the guests.
- The game is based on a branched decision tree.
- Several answers are possible.



YOU



GUEST

We have twin room yes?

- Um, I have two single rooms booked. But I guess I can change you both into a twin. Is that okay?
- You have two twin rooms. Is that what you want or you want one twin room?
- Good Evening. May I help you?
- All our rooms are twin rooms, except the honeymoon suite. That's a double. I am guessing that you don't want the honeymoon suite.
- Welcome Gentlemen. May I have your booking? Do you have your reservation in writing, please?



Answer

The game – or what is it all about.

Your role as the player is to be the manager of a medium size hotel in the tourist district. It is the peak time of the season and bookings are heavy. Temporary staff has been contracted to assist with the load, but they are not always reliable, nor efficient.

- Based on the choices you make, the situation develops.
- Permanent feedback (visual form as well as in text explanations.)

Sorry! You have made some bad choices.



Your Guest has no Time.



You should review the following competencies. Click the Cat to see how.

Communcation & Cooperation
Problem Solving
Self Diagnosis & Self Learning



Play Again

The game – or what is it all about.

The competencies covered in this scenario are:

- Communication and Cooperation
- Problem Solving
- Self Diagnosis and Self Learning
- Positioning with the Enterprise



What makes it a game? Where lays the challenge?

- Interactivity and high player involvement.
- Serious but also humorous situations.
- Realistic situations support problem based learning.
- Direct transfer of learned competences into the practice.
- Game-like feedback and
- verbal feedback is provided after each decision.

What makes it a game? Where lays the challenge?



MOOD



FINANCES



ENERGY



TIME

How the game evolved?

- Team of 3 people, 4 months
 - graphic artist for character design and screen layout,
 - a Flex programmer for the actual code,
 - an educational specialist to create the overall learning scenario.
- 10 levels each containing.
- 10 questions with 5 possible answers.
- Resulting in 500 answers.

The target audience and learning outcomes.

- People working in tourism sector
 - self employed people (e.g. in rural tourism) , accommodation providers, as well as kitchen staff or rooms service staff, etc.
- Learning Outcomes
 - maximize the satisfaction of the guest & learning to respond
 - problem solving, resolution of conflicts
 - managing the complexity
 - communication skills
 - managing cultural diversities and multicultural dialogue

Game Testing

- Consistency of play, accuracy of scoring, and the validity of saved games.
- Feature functionality, accuracy of wording, and browser compatibility.
- Total game playing time 1 hour 20 per player.
- Re-playability – different paths through the game.

Game Usability

- Tests for usability and overall perception of the game.
- Test of the game in groups, applying usability test methods.
- Some played it independent.
- Feedback round in a moderated discussion session.

Game Usability



Game Usability

“the game made me laugh, it was fun”

“way more fun than just reading pdf files”

“I like the humour built into the answers, humour helps make learning fun”

“most of the competencies are obvious but it reinforces them in a fun way”

“the game is great way to learn English”

Feedback by expert trainers:

- get sensitised about the importance of various competencies.
- excellent opportunity to learn English

“the language that the target market would need in a real-life situation”.

Player Interviews

Birgit, works as a waitress in a tiny coffee shop in the inner city of Graz.

I know these circumstances from my work and therefore I appreciate the game is very realistic. ...Wrong orders, angry guests or the barrier of language are all problems, which are part of my daily work. But anyway, you have to deal with them.



Thank you!

