

Situation 1:

Where?

A nicer à la carte restaurant

When?

In the evening

Who?

A man and a woman in their 50s

What?

The man thinks himself a gourmand and keeps sending back every dish he is served, with some complaint. Too much salt, not enough spice, undercooked, overcooked, too warm, too cold... The woman is satisfied with her food, but is starting to become a bit embarrassed.

How?

- ✓ How should the waiter/waitress respond to the situation?
- ✓ How should the chefs respond to the situation?

Discuss or act out how you would deal with this situation.



Situation 2:

Where?

A bakery/pastry shop

When?

Daytime

Who?

A woman in her 30s ordering pastry/baked goods for a special occasion

What?

The woman is ordering pastry/baked goods for a special occasion. She wants to order a specially designed cake, which is to be ready for tomorrow, something the bakery/pastry shop is doubtful is possible to do in the time she needs it for. She also has special dietary needs, one guest has celiac disease and one is hyper-allergic to nuts. The woman is stressed and stubborn.

How?

- ✓ How should the salesperson respond to the situation?
- ✓ How should the bakers/pastry chefs respond to the situation?



Situation 3:

Where?

A deli-counter in a supermarket

When?

Daytime



Who?

A man in his 20s buying meat and fish for a dinner party

What?

The man is buying fish and meat for a dinner party he is having for his friends. He has very little knowledge about fish and meats and how to prepare the products. He has a lot of questions. One of his friends is Muslim and won't eat pork.

How?

- ✓ How should the fishmonger respond to the situation?
- ✓ How should the butcher respond to the situation?

Discuss or act out how you would deal with this situation.

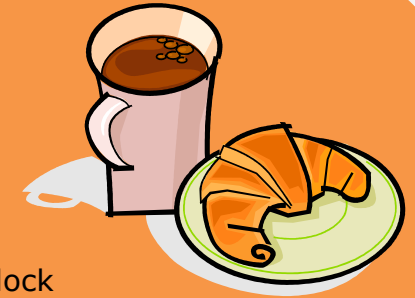
Situation 4:

Where?

In a café

When?

A busy Saturday around 12 o'clock



Who?

A group of friends in their late teens/early 20s

What?

The friends are ordering a lot of different coffee drinks, and the queue is long. The people behind them in the queue are starting to be impatient. One of the people ordering coffee, has a problem with his card, and doesn't have enough cash. This adds to the tension. Many of the tables are not cleared, and the other person working today started last week and is much stressed.

How?

- ✓ How should the barista respond to the situation?
- ✓ How should the new girl/boy respond to the situation?

Discuss or act out how you would deal with this situation.

