

Customer information scenario card:

L3

You are bussing tables and a customer speaks to you. When you turn toward the customer, she says, *"How do I get from here to the university campus?"*

What do you say and how do you say it?

Customer information scenario card:

L3

You are filling water glasses at a table. A customer asks you, *"Can you tell me where IKEA is?"*

What do you say and how do you say it?

Customer information scenario card:

L3

You are setting a table where customers have already been seated. A customer says, *"Do any of your menu items have peanut oil in them?"*

What do you say & do and how do you say it?

Customer assistance scenario card:

L3

You are refilling salt shakers on tables. A customer nearby spills a drink. You see this happen.

What do you say and do?

Customer complaint scenario card:

L3

While bussing a table, a man at the next table looks at you and says, *"Where is our check?! We've been waiting forever!"*

What do you say and do?

Customer complaint scenario card:

L3

A woman with a child comes up to you while you are in the dining area. She says, *"Do you realize there is not a changing station in the bathroom?"*

What do you say and do?

Customer complaint scenario card:**L3**

While returning with dirty dishes to the kitchen, a gentleman sitting at a table says to you *"We have not seen our waitress in a while, could we get some refills?"*
What do you say and do?

Childcare scenario card:**L3**

You are babysitting in the home of a family. The child is 5 years old. His bedtime is 7:30 but he is refusing to go to his room. It is now 8:30 and his parents will be back at 9.
What do you say and do?