

# Scenarios:

- 1. You are an employee and you never received your paycheck after working your regular shifts and picking up extra shifts on the weekend. (2 people- boss and employee)**
- 2. You're a new employee this is your first week and you come walking in 20 minutes late because the bus was running late. Your boss has had to cover your shift and canceled a scheduled interview to cover for your tardiness. What do you do? (2 people- boss and late employee)**
- 3. Your friend comes to visit you on the 2<sup>nd</sup> day of work. What do you do? (3 people- boss, employee, and friend)**
- 4. Your boss states a customer called in to complain that you rolled your eyes at them and lacked politeness. What do you do? (2 people- boss and employee)**
- 5. You find out one of your co-workers is talking to your boyfriend. What do you do? (2 people- employee and co-worker)**
- 6. It's your birthday and you have the closing shift and really want to leave earlier. What do you do? (3 people- birthday employee, boss, friend)**
- 7. Your baby brother was up all night crying and you did not get a good night's sleep. You just want to sleep and call out? What should you do? (2 people- boss, employee)**
- 8. A customer approaches you and is angry with the business you're working for. He/she is angry and beginning to yell about how bad your company does business. What do you do? (2 people- angry customer, employee)**
- 9. Your best friend just texted that another friend posted intimate details of you on Facebook. How do you handle it? (3 people - employee, best friend, customer)**