

DAY 5 – Making Good Choices

Focus: Problem-solving

Activity: *Workplace Scenario*

Directions:

1. Read the scenario.
2. Answer all questions.

Workplace Scenario: Miscommunication at a Cafe

Scenario:

Jamie works at a small cafe and is responsible for taking orders. One busy afternoon, a customer orders a coffee with no sugar and almond milk. Jamie forgets to write it down and tells the customer, "Got it!" The customer later receives a coffee with sugar and regular milk and becomes upset. Jamie feels bad and doesn't know what to do next.