

# 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.

**Please answer the following questions in a complete sentence:**

1. What went wrong in this situation?
2. How could Jamie handle the situation to make the customer happy?
3. What could Jamie do differently next time to prevent this mistake?