
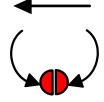
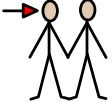




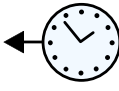





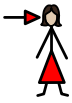

Watch the video









1 ?   ?!  ?!  ?  
 1. Are the men easy or difficult customers?

2  ?    ?!  
 2. What made them difficult?

3  ?      
 3. Do you think the waitress was good?

4  ?     
 4. What did she do well?

5    ?    ?!  
 5. Write guidelines about how to deal with difficult

 customers?