
Out for lunch

Watch the video. Make notes as you watch.

- ▶ 1. If you were the server would you have found these customers easy to deal with? Say why.

- ▶ 2. How would you describe the waitress?

- ▶ 3. What did she do well?

- ▶ 4. Do you think there was anything she could have done better? If so say what.

- ▶ 5. Was there anything she did that was especially good service? Say what.

- ▶ 6. What did the customers do that was awkward?

- ▶ 7. Write a set of guidelines for dealing with awkward customers.
