



The Basics #1.

If you have a problem with a co-worker, what is your course of action to resolve this problem?

Sample Game Cards

(Shown smaller than the Actual 3 1/8" by 2 1/4" size)

Communications.

You occasionally speak with a certain man in the back office, who uses a few terms that some people might find offensive. He may not even realize what he is saying. How would you get this man to see the error of his ways?

The Basics #2.

Which is worse?
1) A co-worker asking for help and then leaving the task entirely in your care.
2) A co-worker making a mistake that you must correct because he or she did not ask for assistance.

Tact.

Tactfully reword:
"You really screwed up this time..."

Responsibility to the Team.

You have just informed a co-worker of the procedure to investigate and resolve a problem for a guest. The guest responded with, "That's not good enough." Now what do you do, or say to your co-worker?

The Chain of Command.

You really dislike working with one shift manager in particular because she orders you about and shows no respect. To whom do you mention this problem in order to solve it?

Part of the Team.

Your supervisor has publicly recognized you for your hard work. Two of your co-workers really helped carry the weight of the work. What, if anything, do you say or do?

Changing Perceptions.

Who is your guest/customer? Describe him or her.