



# Starter Game (Basic Set) Sample Question Cards

## Issues

### Confronting a Customer.

You work in a bank. You notice a good customer light a cigarette and start smoking. You have numerous signs clearly stating that there is no smoking allowed within the building. What do you say or do?

### Sample Game Cards

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

### Reacting to Threats.

You work at an overnight express counter. Mrs. Hare, a customer, complains that every time she comes in, it seems that the line moves exceptionally slow. After threatening to switch shipping companies, she waits for a reply. What do you say to her?

### Limits of Tolerance.

Is it appropriate to hang up on an irate customer who is using foul language?

### Avoiding Being in the Middle.

You work as a house painter. A woman hires you to paint a shed tan with brown trim. You have nearly finished when her husband insists that the color combination does not appeal to him. He asks you to paint the shed white with blue trim. What do you tell the "Bickersons?"

### Pre-conceived Ideas.

What is more important, better service or lower prices?

### Customer Impressions.

How long is too long to leave a customer on hold?

### The No-Win Situation.

You work in an espresso bar. Serving a girl in a white prom dress, you accidentally trip and spill a latte' all over the front of her dress. She's not pleased, and trouble could be brewing. What do you say or do?

### Customers That Push the Limits.

You work for a pizza restaurant. A customer gives you a coupon along with his payment. When you point out that the coupon has expired, he tells you that your restaurant sends out coupons so often that the date shouldn't matter. He seems to be getting angry. What do you do?