

## Worst/Best Case Guest Scenario Cards

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|--|---|
| <p>Guest eating at a fast food restaurant with small children under the age of 5</p> | <p>Guest eating at a casual dining restaurant that forgets his wallet at home</p> |
| <p>Guest eating at a restaurant who has food allergies</p>                           | <p>Guests eating at a restaurant that is short staffed for the evening</p>        |
| <p>Guest in a wheelchair eating at a small restaurant</p>                            | <p>Guest at a restaurant that has been overcharged on the bill</p>                |
| <p>Guests eating at a restaurant celebrating a birthday</p>                          | <p>Guests eating at a restaurant with slow service</p>                            |

## Worst/Best Case Guest Scenario Cards

|  |   |
|--|---|
| Guests at a restaurant celebrating a girls night out             | Guests in a restaurant seated next to noisy customers               |
| Guest at a restaurant who does not feel good                     | An underage guest at a restaurant that orders an alcoholic beverage |
| Guest at a restaurant that has ordered too many alcoholic drinks | Guest at a restaurant that slips and falls on a wet floor           |
| Guest at a restaurant that spills coffee on the table            | Guest at a restaurant that speaks loudly on a cell phone            |

## Worst/Best Case Guest Scenario Cards

|   |   |
|---|---|
| Guests waiting to be seated at a restaurant with a long wait time | Guest at a restaurant complains about the food                |
| Guests at a restaurant that stay a long time                      | Guests at a restaurant that leave without paying              |
| Guests (teenagers) at a restaurant that make a mess at the table  | Guest at a restaurant that arrives ten minutes before closing |
| Guest sneezes on the food at a buffet                             | Guests (children) at a buffet that plays with the food        |

## Worst/Best Case Guest Scenario Cards

|   |  |
|---|--|
| Guests (children) who misbehave at a restaurant | Guest at a restaurant who orders too much food |
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