

Worst/Best Case Guest Scenario Cards

Guest traveling to a foreign country with elderly parents	Guest traveling on a cruise with three children under age 6
Guest (age 10) traveling by bus to visit grandparents	Guest loses his/her passport while traveling to a foreign country
Guest traveling by plane that misses a connecting flight	Guest with family traveling on a cruise ship that breaks down
Guest slips and falls while traveling by Amtrak™ train	Guest traveling by rental car that has car trouble

Worst/Best Case Guest Scenario Cards

Guest traveling by plane that loses his/her luggage	Guest traveling by plane that is delayed by weather
Guest becomes ill while traveling on a tour bus	Guest gets left behind while traveling with a tour
Guest while traveling on a tour has a conflict with another passenger	Guest while traveling on a cruise ship becomes ill with food poisoning
Guest while traveling on a cruise ship drinks too many alcoholic beverages	Guest while traveling on a cruise ship has run out of money to pay for “extras”

Worst/Best Case Guest Scenario Cards

Guests traveling to Disneyworld™ for a honeymoon	Guests traveling on a cruise ship for a family reunion
Guests (college friends) traveling to Las Vegas for the holidays	Guests traveling to New York City for the first time
Guests traveling to San Francisco for a vacation	Guests traveling to Mexico for a vacation
Guests traveling to a major city for a concert	Guests traveling to Washington, D.C. to visit historic sites

Worst/Best Case Guest Scenario Cards

Guest traveling to visit major baseball parks across the United States	Guests traveling to the Super Bowl