

Worst/Best Case Guest Scenario Cards

Guest at a hotel with a lot of luggage	Guest at a hotel needing tickets to an entertainment venue
Guest at a hotel needing extra bathroom supplies	Guest at a hotel needing room service
Guest at a vacation resort needing an extra room for visiting family members	Guest at a hotel that has spilled coffee on the linens and carpet
Guest at a hotel that is need of dry cleaning for a business suit	Guest at a hotel that has a complaint about the food at the restaurant

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<p>Guest at an amusement park with a lost child</p>	<p>Guest at an amusement park with a handicapped child or senior citizen</p>
<p>Guest, while at a museum, accidentally knocks over an exhibit</p>	<p>Guest at a campsite needing sleeping quarters</p>
<p>Guest with children who all get lost while visiting a national park</p>	<p>Guest requests upgraded seating while at a sporting event</p>
<p>Guest complains of coffee taste while at a national franchise coffee shop</p>	<p>Guest with food allergies eating at a restaurant</p>

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<p>Guest becomes ill while waiting for family to arrive at a recreation activity</p>	<p>Guest at an amusement park becomes ill after a roller coaster ride</p>
<p>Guest at an amusement park loses his/her money</p>	<p>Guest at an amusement park spends all of his/her money at the arcade</p>
<p>Guest needing assistance locating the restrooms while at a convention</p>	<p>Guest unable to read descriptions of exhibit while visiting a museum</p>
<p>Guest speaker at a convention has trouble with the electronic equipment</p>	<p>Guest at a convention loses his/her cellphone</p>

Print and separate

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