Name_____Period_____Date_____

Worst/Best Case Scenario

Anticipating the needs of your guests is a sign of quality service. Develop strategies for your chosen guest scenario that depict the outcome if the employee handles the problem poorly and another scenario that shows the employee anticipating the needs of the guest.

Guest Scenario	Worst Case	Best Case
Example: Guest traveling to a major sporting event ----------	Guest gets lost Car breaks down Guest does not have enough money for parking ----------	Provide a map to the venue Check vehicle for problems Free tickets to park ----------