

Worst/Best Case Scenario

Anticipating the needs of your guests is a sign of quality service. Develop strategies for your chosen guest scenario. 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
<p>Example: Guest ordering food is in a hurry</p> <p style="text-align: center;">-----</p>	<p>Guests' food is cold</p> <p>Guests' food order was not taken correctly</p> <p style="text-align: center;">-----</p>	<p>Food order was taken promptly</p> <p>Food order was packaged correctly so that it would not get cold</p> <p style="text-align: center;">-----</p>