Culinary
You just started working at the new bakery in town. A mother comes in and wants to buy a dozen brownies, however she tells you that her son is deathly allergic to peanuts and none of his food can be within 10 in. of any peanut products or he may die. You know that there are several cookies that have peanuts in them, but they are stored in another case. However, you don’t know when or how they are made? You know also know that the new bakery needs the business by selling the brownies. What should you do?

Lodging
You work the front desk at the large city hotel. One evening, an older lady calls hysterically telling you that all of her jewelry had been stolen from her hotel room. However, she chose not to have her room cleaned that morning by the cleaning service. How do you handle this customer service situation?

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A large group has asked you to plan a day for high school students in Washington D.C. They have asked for it to include several national monuments to visit. Once the students and chaperones arrived at the monuments, they saw that there were several large protest groups marching and making quite the scene. The following day you learn about the protests, what could have you done to better prepare the students/chaperones for the protestors? Should you choose this day trip for another group of students?

Event Coordination
As a wedding coordinator, it is very important to have an approximate head count for the wedding/reception. On the night of a client’s wedding reception, you realize that there is not enough food for the entire guest at the reception. How are you going to handle this? What are you going to do?
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Lodging
You work the front desk at the local hotel. One morning, a guest calls down hysterically claiming he missed his flight home to Nashville, because the hotel room’s phone alarm did not wake him up. He believes it is the hotel’s fault and the hotel needs to pay for his missed flight. How should you handle this customer service situation?

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As the coach of the local ice skating team, your team is hosting a figure skating contest this weekend. When you get to the rink early on Sat. morning you realize that the ice rink is not frozen any more. The freezing mechanism has broken and there is water everywhere. What do you do? How do you handle this situation?

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