

SITUATION CARDS – TABLE SERVICE

Miriam is busing a table. As she carries the bus tray into the kitchen, a glass falls to the floor. The glass breaks. Miriam should:	
A	Leave it there. It's not her job to pick up glass.
B	Go get a "Caution: Wet Floor" sign so people will not slip.
C	Carefully pick up the big pieces, and then get a broom to sweep up the little pieces.

Juan is taking cloth napkins off a dinner table. One of the napkins gets too close to the candle flame and it catches on fire. Juan should:	
A	Put the napkin in the water glass of the closest customer.
B	Grab a ½ empty glass from the bus tray and pour it on the napkin.
C	Run into the kitchen with the napkin, hoping to get to the sink before the flames burn him.

Beth is getting ready to take an order from a family, when she realizes that she has left her pencil in the kitchen. Beth should:	
A	Go back to the kitchen and get her pencil.
B	Ask one of the customers for a pencil.
C	Take the orders and hope she can remember all of them.

Role-play I: Busing a Table

Props: *Two tables set for dinner, food on the plates. One bus tub. Aprons for each actor.*

Sam and Diana both have jobs busing tables at the Discovery Inn. It has been a busy night, and Diana is clearing off tables. They enter from opposite sides, with Diana carrying a bus tub. Diana stops at the closest table.

Diana: Hi Sam.

Sam: Hi Diana.

Diana: Hi Sam. Wow, am I tired. It has really been a busy night.

(Diana begins to stack dishes in the bus tubs. Diana is stacking her dishes unsafely. She puts in a large plate, then a glass on top of the plate, and then stacks other plates on top of the glass)

Sam: Diana, your plates will fall. You have to stack big plates together, then little plates, and glasses on the side.

Diana: No, this is fine.

Sam: But the boss told me: You have to stack big plates together, then little plates, and glasses on the side.

Diana: But I am in a hurry. I don't have time to be that slow.

Sam: You will be sorry. You have to stack big plates together, then little plates, and glasses on the side.

Diana: Whatever! I can handle it.

(Diana goes off stage. There is a loud crash and a sound of glass breaking)

Sam: That sounds like another job opening up. I wonder if my cousin would like to work here. I will tell her: You have to stack big plates together, then little plates, and glasses on the side.