

# Phone Courtesy Scenarios

<p style="text-align: center;"><b>Customer</b></p> <p>You call the restaurant to make a reservation for 12 for a birthday celebration.</p>	<p style="text-align: center;"><b>Hostess</b></p> <p>A customer calls to make a reservation at your restaurant for a birthday celebration for 12.</p>
<p style="text-align: center;"><b>Customer</b></p> <p>It's late and you call the restaurant to find out what time they close.</p>	<p style="text-align: center;"><b>Hostess</b></p> <p>It's been a busy day and it is almost closing time when a customer calls to find out the closing time.</p>
<p style="text-align: center;"><b>Customer</b></p> <p>You and your family celebrated a life event at a nice restaurant but the service was poor. You decide to call the manager when you get home.</p>	<p style="text-align: center;"><b>Restaurant Manager</b></p> <p>A customer, who ate at the restaurant earlier, called to complain about poor service during the meal.</p>

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<p style="text-align: center;"><b>Vendor</b></p> <p>You are a food vendor for a major restaurant and are running late with your deliveries. You call the manager to see if you can make delivery of the items during the lunch rush.</p>	<p style="text-align: center;"><b>Restaurant Manager</b></p> <p>A food vendor for the restaurant calls and wants to make a delivery during the lunch rush.</p>
<p style="text-align: center;"><b>Chef</b></p> <p>You call the food vendor for your restaurant about a spoiled order of shrimp.</p>	<p style="text-align: center;"><b>Vendor</b></p> <p>The chef from a major restaurant calls about a spoiled order of shrimp.</p>
<p style="text-align: center;"><b>Cook</b></p> <p>You are the cook for a famous restaurant and do not feel well and have to call in sick to work during the busiest weekend of the month.</p>	<p style="text-align: center;"><b>Restaurant Manager</b></p> <p>Your best cook calls in sick during the busiest weekend of the month.</p>

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<p><b>Franchise Owner</b></p> <p>You own the restaurant franchise and call the manager to speak him/her about financial matters.</p>	<p><b>Hostess</b></p> <p>The franchise owner calls to speak to the manager but the manager is not available.</p>
<p><b>Restaurant Manager</b></p> <p>You manage a busy restaurant and two employees have called in sick. You call one of your employees, who has the weekend off, to ask him/her to come in to work.</p>	<p><b>Server</b></p> <p>You have been looking forward to your first weekend off this summer and your manager calls to ask if you can come to work.</p>
<p><b>Customer</b></p> <p>You celebrated your tenth anniversary at a restaurant and had great time. You call and speak to the manager about the great service.</p>	<p><b>Restaurant Manager</b></p> <p>You receive a call from a customer complimenting the great service she had while dining at the restaurant.</p>

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