A guest is checking in and asks you to upgrade to a suite but doesn’t want to pay the additional $100 for it. He offers you $20 cash as a tip.

**What Would You Do?**

Your family is going to a family reunion during a busy holiday weekend. You have asked the manager for time off but he refuses.

**What Would You Do?**

Your co-worker calls in sick for her shift during a holiday weekend. You notice on her social media page that she went to a college football game.

**What Would You Do?**

You are responsible for the night audits at the hotel. You are tired from a busy day at school and overcharge a customer. The customer does not notice the error.

**What Would You Do?**
What Would You Do Scenarios
Practicum in Hospitality Services

You are working the valet service at a major hotel. As you drive a guest’s expensive car to the garage, you scratch the fender.

What Would You Do?

You work at an amusement park and your boyfriend wants you to let him and his friends in the back gate.

What Would You Do?

One of your duties as a recreation worker at a park is to pick up trash and clean the restrooms. You refuse to clean the restrooms.

What Would You Do?

You work at a rental car business and your friend wants to rent a luxury car but only has money for a compact car. He is hoping you can work the numbers.

What Would You Do?
A smart phone was left behind on a tour bus that you provide tours with. Your cell phone is broken.

What Would You Do?

You and your co-workers have been assigned a project for the convention business you work for. One of the co-workers (the boss’s son) never shows up for meetings or planning sessions and does not offer an excuse.

What Would You Do?
What Would You Do Scenarios
Practicum in Hospitality Services

What Would You Do?