

- VIEW VIDEO on ADAPTING PRODUCTS & SERVICES.
- STOP the video on "Discuss Adapting Products & Services."
- DISCUSS / ANSWER QUESTIONS about the three scenarios (*recommended discussion questions for each scenario are given below*).

## 100 points – Scene #1: "Do you have a Braille menu?"

Answer: Savvy – While the service provider did not have a Braille menu, she adapted her service by offering to read the menu. She then went a step further and offered to explain the placement of the guests' food when it was served.

Questions: Even though the server could not give the guest what was requested – a Braille menu – she still provided excellent service. What lesson can we draw from this?

When we are serving a guest with a disability, how do we know how best to assist that guest?

NOTE: It's important to highlight that we should ASK the guest if s/he would like assistance, rather than to make assumptions – i.e., "Would you like me to explain the placement of the food?" or "Would you like some help with that door?"

## 300 points – Scene #2: Teapot Request

Answer: Satisfactory – While the service provider did try to assist the guest and got him a pot and warmer, she didn't work to provide the actual teapot as requested.

Questions: What could have been done to provide Savvy Service instead of just Satisfactory Service? What differentiates Satisfactory Service from Savvy Service? What else would you recommend to the service provider?

NOTE: This would be a good place to discuss any company housekeeping or security guidelines which might affect this service situation. For example, the server could have left the room to take care of the request rather than calling on the guest's phone.

## 500 points – Bonus Scene: "Spouses are invited."

Answer: D – The assistant spoke up on behalf of employees who may not be married, thus encouraging the manager to adapt what had been done in the past.

Questions: What did the assistant gain by speaking up and letting the manager know what was on her mind? What did the manager gain? What did other employees gain?

- RECORD SCORES: Have participants transfer their ADAPTING PRODUCTS & SERVICES scores to page 28 (if using workbook).

# ADAPTING PRODUCTS & SERVICES

## 100 POINTS

Scene #1: "Do you have a Braille menu?"

- Savvy
- Satisfactory
- Shabby

\_\_\_\_\_  
**Score**

## 300 POINTS

Scene #2: *Teapot request.*

- Savvy
- Satisfactory
- Shabby

\_\_\_\_\_  
**Score**

## 500 POINTS

Scene #3: "Spouses are invited."

- A
- B
- C
- D

\_\_\_\_\_  
**Score**

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**Sub-Total**

(Transfer to Tally Sheet on page 28.)

Notes regarding **ADAPTING PRODUCTS & SERVICES** scenarios:

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