

## Appendix: Scenario Cards

*Cut along perforated edge to create scenario cards.*

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### Inventory Specialist

Your supervisor gives you a list of inventory to check. After you finish your work, she scolds you for not doing it correctly and demands you do it again. You are willing to redo it, but you don't like the way she communicated with you. You are upset, therefore you

1. talk to your supervisor about the way she addressed you.
2. talk to human resources personnel about the situation.
3. go to a friend and describe the situation.

**Recommended phrasal verbs:** *come off, care for*

**Formal Counterparts:** *appear, appreciate*

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### Appliance Delivery Person

A customer reordered a television because the first one was broken. When you deliver the second television, it is broken again. The customer lets out his anger on you. The customer's friend is there, and he is opinionated. This makes it hard for you to apologize and continue on your delivery route. You don't manage to deliver all of your products that day because of the situation. You feel upset and

1. call a friend and complain about the situation.
2. tell your boss what happened after you get back to your office.

**Recommended phrasal verbs:** *to butt in, blurt out*

**Formal Counterparts:** *step in, speak out*

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### Babysitter

The baby you are watching bumped his head, and there is a mark on his face. You tried everything you could to stop the baby from crying, but nothing worked. You panic, so you

1. call a friend to explain the situation.
2. explain the situation to the baby's parents.

**Recommended phrasal verbs:** *shut up, ramble on, run out*

**Formal Counterparts:** *be quiet, go on, run out*

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## Accountant

There is something wrong with the calculations that you turned in to your supervisor. Your coworker Erin hears about it and comes to talk to you about the situation in a bossy way. You don't think it is right for her to do this, so you

1. talk to Erin about the way she talked to you.
2. complain to another coworker about Erin.
3. complain to your boss about Erin.

**Recommended phrasal verbs:** *butt in, come off, care for*

**Formal Counterparts:** *step in, appear, appreciate*

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## Car Sales Person

Every time you go to take care of some paperwork, your coworker steals your customers. You can't stand the situation, therefore you

1. talk to your coworker about the situation.
2. meet up with a friend and describe the situation.
3. inform your supervisor about the situation.

**Recommended phrasal verbs:** *butt in, care for, run out*

**Formal Counterparts:** *step in, appreciate, run out*

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## Cook

The chef you are working for is a very good cook, but he has a bad temper. He is really demanding, rude, and bossy. You find it difficult to express your opinions. You don't know what to do, therefore you

1. talk to the chef about his behavior.
2. bring this up to a coworker and ask for his advice.
3. talk to the manager of the restaurant to inform her of the situation.

**Recommended phrasal verbs:** *care for, go off on, get along with*

**Formal Counterparts:** *appreciate, to scold, get along with*

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## Server

A table of customers has been waiting for more than an hour and still has not received their food. They stop you and let out their anger on you. You have dealt with rude customers all day, therefore you

1. complain about this situation to your coworker.
2. talk to your supervisor and ask him for advice.

**Recommended phrasal verbs:** *blurt out, shut up, care for, come off, go off on*

**Formal Counterpart:** *speak out, be quiet, care for, appear, to scold*

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## Grocery Store Clerk

An upset customer comes in to return some spoiled peaches. The customer's way of speaking to you seems very rude. Although you are still courteous to the customer, you feel the need to vent to

1. another store clerk.
2. your boss.

**Recommended phrasal verbs:** *care for, blurt out, shut up, come off*

**Formal Counterparts:** *appreciate, speak out, be quiet, appear*

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## Retail Salesperson

At the end of the day, the money in your register does not balance with the purchases made. Your supervisor accuses you of stealing. He keeps scolding you, and you do not have a chance to talk. You want to interrupt your supervisor and explain yourself. You know you are innocent and you don't like your boss's accusations. You

1. complain about this situation to your spouse after you get home.
2. go to the manager and explain the situation.

**Recommended phrasal verbs:** *care for, come off, run out*

**Formal Counterparts:** *appreciate, appear, run out*

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