

LEARNING TO ASK QUESTIONS- CASE STUDIES ANSWER KEY

Fast Eats (Case Study #1)

1. Slow service.
2. The back room.
3. The headwaiter identified the solution and the 5 individuals working the back room are expected to solve the problem.
4. Additional staff.
5. Am I working the back room tonight?

Moving Patients (Case Study #2)

1. Mrs. Johnson has to be moved.
2. During the prior shift.
3. In the maternity ward.
4. The head nurse (Mary) identified the problem and solution. Josh and Suzanne are expected to solve the problem.
5. By moving Mrs. Johnson.
6. To where are we moving Mrs. Johnson?

REPORT ON RESULTS (PAGE138, JOB SAVVY, 5TH EDITION)

Scene 1

An acceptable response is for the employee to inform their supervisor that they have already completed that task. Then they could ask, "Is there anything else you would like me to do?"

Scene 2

An acceptable response is for the employee to indicate to their supervisor that they noticed the memo is addressed to all employees. Then they could ask, "Would you like me to make 25 copies instead of 15?"

Scene 3

An acceptable response is for the employee to see if the refrigerators have energy efficiency ratings available on the product tags. If they do, they should help the customer locate the product tags and show them how to read the tags. If no energy efficiency information is available, they should ask the customer to wait while they find an answer for them. Then they should ask their supervisor that question.