

## Situation practice role-play cards



<p>You are at an Italian restaurant. After 45 minutes of waiting, your waiter brings you the wrong meal.</p>	<p>You are getting your haircut, and the hairdresser forgets your request and cuts your hair too short. You are not happy.</p>	<p>You are meeting friends today, but one of them comes 1 hour late for no reason. The plan has already been decided a week in advance.</p>
<p>You are at the entrance of a concert hall to see your favorite band. You have a ticket, but staff won't let you in because of overbooking.</p>	<p>You are at a restaurant for a birthday party. You have a 7pm reservation, but the waitress says there are no available seats yet, so you will have to wait until 8pm.</p>	<p>One of your younger colleagues comes late to the project meeting for the third time this month.</p>
<p>You are at home and it's 23:50. Your neighbor is playing drums, which you can hear even with your windows closed.</p>	<p>You have asked one of your colleagues to finish an important job for you, and you realize they are working on some other irrelevant task.</p>	<p>You have ordered a suite room for three nights. When you arrive at the hotel, the receptionist says that they made a mistake and only a regular room is available.</p>
<p>You are hanging out with your friend. Your friend keeps looking at their smartphone and does not pay attention to what you're saying.</p>	<p>You are in a line waiting for a shop to open. Suddenly, somebody you don't know cuts in front of you.</p>	<p>You are working in a restaurant. A customer starts smoking in a smoke-free area.</p>