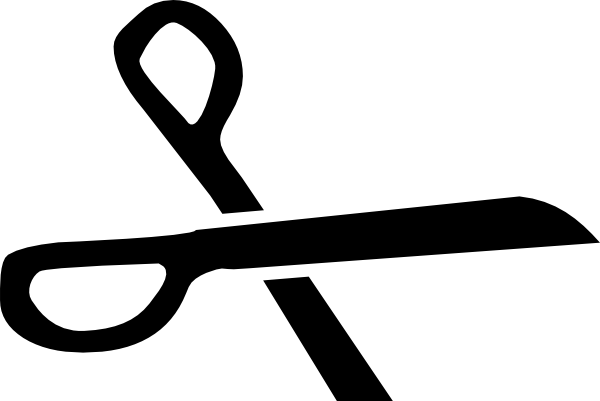
Situation Practice Role-Play Cards



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| You are at an Italian restaurant. After 45 minutes of waiting, your waiter brings you the wrong meal. | You are getting your hair cut, and the hairdresser forgets your request and cuts your hair too short. You are not happy. | You are meeting friends today, but one of them comes 1 hour late for no reason. The plan had already been decided a week in advance. |
| 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. | 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. | One of your younger colleagues comes late to the project meeting for the third time this month. |
| You are at home and it’s 23:50. Your neighbor is playing drums, which you can hear even with your windows closed. | 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. | 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. |
| You are hanging out with your friend. Your friend keeps looking at their smartphone and does not pay attention to what you’re saying. | You are in a line waiting for a shop to open. Suddenly, somebody you don’t know cuts in front of you. | You are working in a restaurant. A customer starts smoking in a smoke-free area. |