

Get Out of Here (1) scenario card:**L3**

You are leaning over a co-worker's shoulder and looking at his computer while he works. He looks at you with a serious face without smiling and says, *"Get out of here."* He uses a flat tone and does not laugh.

What does he mean and how should you respond?

Get Out of Here (2) scenario card:**L3**

Your co-worker asked you to show him a shortcut to open the web browser. You are leaning over his shoulder and looking at his computer. You show him the shortcut icon and he clicks it, opening the web browser. He laughs and says, *"Get out of here!"* with an excited tone.

What does he mean and how should you respond?

An Arm and a Leg scenario card:**L3**

A customer is looking at the videos in the store where you work. He sees a new release DVD and asks you how much it is. You tell him it costs \$19.99. He says *"That's an arm and a leg!"*

How should you respond?

If you do not understand what he means, what should you say?