

Handling questions scenario card:

L3

You are sweeping the aisles at the hardware store. A customer asks you to help them reach something from the top shelf.

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You are stocking dairy products at the grocery store. A customer asks where to find ice cream. You are not sure where it is.

Handling questions scenario card:

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You are in class. The teacher asks you a question, and you are not sure of the answer.

Handling questions scenario card:

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A peer or co-worker asks a question, but you are not sure if they were talking to you.

Handling questions scenario card:

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A peer or co-worker asks you a question, but you did not understand the question.

Handling questions scenario card:

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Your supervisor or teacher walks over right next to you, and stands there.

Handling interruptions scenario card:

L3

You are right in the middle of an assignment in class, and the fire alarm goes off.

Handling interruptions scenario card:

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You are stocking plants. A co-worker at the greenhouse asks you to mop up a spill in the next aisle.

Handling interruptions scenario card:

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You are taking a break listening to music with headphones on. Someone comes over and is talking to you.

Handling interruptions scenario card:

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You are in the middle of writing an essay in English class. The teacher asks if you have turned in your homework.

Handling interruptions scenario card:

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You have been working on a task for over an hour, and you are almost finished. Someone comes over and asks for help finding more supplies.

Handling interruptions scenario card:

L3

You are talking to a co-worker about the best movie you have ever seen, and then your supervisor comes over to you and stands there.