



## Scenario: Busy Restaurant Rush at Dinner Time

You are a waiter named Alex. The restaurant is very busy tonight.  
You have 5 tables to serve and many things to do at the same time!

### Instructions:

Rank these tasks from 1-5 (1 = most important, 5 = least important)

### Priority Ranking:

- ☐ Deliver hot food to Table 3 - Food is ready in kitchen
- ☐ Apologize to Table 1 - Customers complaining about slow service
- ☐ Bring check to Table 4 - Customers finished eating, want to pay
- ☐ Serve drinks to Table 5 - New customers just sat down
- ☐ Take order from Table 2 - Customers ready to order food

### Explain your #1 priority:

Why is this task most important?

### Reflection:

Check 3 factors you considered when ranking:

- |  |  |
|--|--|
| <input type="checkbox"/> Customer satisfaction | <input type="checkbox"/> Customer waiting time |
| <input type="checkbox"/> Food quality          | <input type="checkbox"/> Restaurant reputation |
| <input type="checkbox"/> Time urgency          | <input type="checkbox"/> Service efficiency    |

Explain your choices from the checklist: