

Situation #3. Maria has just been hired as a messenger in a large office. Mr. Stickler, her supervisor, demands three things of his employees: speed, accuracy and honesty. He likes to be kept informed and hates surprises. This morning, Mr. Stickler gave Maria two messages to deliver with the following directions. “Take the blue message to Bill Green in the Shipping Department and then take the green message to Jane Shirley in the Billing Department. These are both confidential and important messages.” Maria wasn’t certain that she heard the instructions right, but was afraid to ask Mr. Stickler to repeat himself. What should Maria do?

Situation #4. You are a sales representative for a computer company and you are on the phone with an irate customer who can’t get his computer to work the way the advertising said it would. He is demanding his money back and is using foul language. You did not sell him the computer, but you are in charge of complaints for the day. What do you say?

Situation #5. You have worked at the branch office of a large appliance company for six months. Yesterday a customer came in to say that their clothes washer needed major repairs and was still under the two-year warranty. They had no paper work to prove when they purchased the washer, although you suspect it was purchased more than two years ago, so you check the store records. You can find nothing in the records regarding the washer being bought at the store. You also, of course, have no recollection of the sale since you were not employed at the time. When you tell them they must bring in proof of purchase, they become extremely angry. You find out the next day that they reported you to the regional supervisor, saying that you were extremely rude, you lost their paperwork at the store, and that you lied about purchasing the clothes washer at your store. Your company has a policy: “The customer always come first and is always right.” What do you do?

Situation #6. You are an office assistant at a major law firm. You are discussing a legal case with a co-worker when he tells you he is quitting to take a better job. During the conversation, he makes several negative remarks about your boss, and says he will find a way to get even for all the abuse he feels he has had. He asks you to keep quiet about the whole thing until he actually quits. He may be joking, he may be serious, or he may be testing your loyalty to the company. What do you do?

Situation #7. You are an assembly line worker at a novelty factory. Your job is to package small toys and prizes for resale. The person ahead of you in the line is supposed to count out a specific number of items for you to pack and staple to a cardboard display. In the past week she has been so distracted by personal problems with her boyfriend that she has miscounted items many times. Since you get a \$1.00 bonus for every completed board, you are losing money every time you have to correct her mistakes. What do you do?

Situation #8. Your boss at the toy store has asked you to work the last several evenings to help catch up on late orders for the new Gizmo Space Station. You have a spouse at home who works the late shift and you don’t see much of each other except in the evening between your shifts. You also have not been paid at overtime rates for the hours past 40 per week. The whole situation seems very unfair and your spouse is upset about not seeing you very much. What do you do?