

## **Courtesy Goals**

### **Connect with Kids Programming Goals**

- To provide comprehensive programming which helps schools and school districts to meet character education initiatives
- To provide comprehensive programming which helps schools and school districts to meet Safe and Drug-Free Schools criteria
- To provide reality-based programming that can be infused into the existing curriculum or can be used as a standalone program

### **Courtesy Unit Goals**

#### **Character Education:**

- To address the characteristics of courtesy, including the following student behaviors:
  - Being polite and considerate toward others
  - Exhibiting a respectful attitude when encountering impolite behavior
  - Displaying traits associated with good sportsmanship
  - Eliminating gestures and comments that constitute sexual harassment

#### **Safe and Drug-Free Schools:**

- To influence the school climate by addressing the following issues:
  - Bullying and harassment
  - Conflict resolution
  - Decision-making skills
  - Leadership skills
  - Perceived social norms
  - Spectator responsibility
  - Violence prevention

## Segment Summary

**Chuck Bailey possesses the necessary ingredients to succeed in the service industry: a strong work ethic, attention to detail and a commitment to courtesy.**

Waiting tables at a popular restaurant requires Chuck Bailey to juggle several important tasks. He must greet his guests within two minutes of their seating, be able to differentiate between regular menu items and daily specials and log multiple requests for separate checks or drink orders. And if that isn't enough, he must perform all of these tasks while maintaining a courteous disposition. It's not an easy endeavor, especially when he encounters an irate customer. But Chuck and his colleagues realize that in their business, courtesy is of the utmost importance. Happy guests leave bigger tips and often become repeat customers, so many of the servers at Chuck's restaurant adhere to the motto "kill 'em with kindness." Money, however, isn't the only motivation for these servers. They genuinely enjoy bringing a smile to their customers' faces and making their dining experiences pleasant.

### Discussion Questions:

1. What character traits do Chuck and the other restaurant servers possess?
2. How do Chuck and the other servers show their guests courtesy?
3. Why is it important for the restaurant servers to be courteous?
4. How does the pressure to deliver speedy service affect the servers' abilities to be courteous?
5. On a scale from one to 10, rate yourself on the level of courtesy you are able to show when you are stressed or feel pressured to get something done. Are you less likely to be courteous when you are under pressure? Explain.
6. Chuck describes the various jobs he performs in addition to waiting tables. Is being responsible while doing your job a form of courtesy? Why or why not?
7. What do you think would happen if a server reacted to a guest in a discourteous manner?
8. What does the phrase "kill 'em with kindness" mean? Give examples to support your answer.
9. Describe a time in your life that required you to forgo your own feelings in order to show courtesy to someone else. How did this make you feel?
10. How do you normally react when others behave discourteously toward you? How do others normally react when you are not courteous to them? Do these reactions generally worsen the situation or improve it? Explain.

### Related Vocabulary Words

courtesy      disrespect      irate      sexual harassment      sportsmanship      trait

## **Courtesy Vocabulary Words and Definitions**

### **Chivalrous (adj.)**

**Definition:** behaving in a polite, kind, generous and honorable way, especially toward women

**Context:** Harry's chivalrous behavior, which included opening the door, impressed his date.

### **Courtesy (n.)**

**Definition:** polite behavior that shows a person has respect for other people

**Context:** Her students' display of courtesy during the guest speaker's presentation impressed Mrs. Finch.

### **Disrespect (n.)**

**Definition:** a lack of courtesy, consideration, admiration, etc., for someone

**Context:** Many children show disrespect for their peers by teasing or taunting them.

### **FAQs (n.)**

**Definition:** a list of frequently asked questions and their answers about a given subject

**Context:** Most websites include a page for FAQs about a specific topic.

### **Hinder (v.)**

**Definition:** to make it difficult for someone to perform a task or for something to develop

**Context:** The high cost of the vaccine severely hindered its use in poor countries.

### **Insistent (adj.)**

**Definition:** demanding firmly and often that something should happen or that something is true

**Context:** Grandma was insistent that her grandchildren wipe their feet before coming in her kitchen.

### **Irate (adj.)**

**Definition:** extremely angry, especially because a person thinks he or she has been treated unfairly

**Context:** After receiving poor service and being overcharged by the server, the customer became irate.

### **Sexual harassment (n.)**

**Definition:** sexual remarks, looks or methods of touching directed toward someone who does not want them

**Context:** When Marcus made a sexual gesture toward Angelina, she accused him of sexual harassment.

### **Sportsmanship (n.)**

**Definition:** behavior that is fair, honest and polite in a game or sports competition

**Context:** As a result of the poor sportsmanship, the referee stopped the match and asked the spectators to be more courteous toward the players.

### **Trait (n.)**

**Definition:** a particular quality in a person's character

**Context:** The traits to look for in a good server include courteousness, politeness and helpfulness.

**Source:** *Longman Advanced American Dictionary*. Harlow: Pearson Education Limited. 2000.

## Service with a Smile

### Objectives:

Students will be able to

- Identify the meaning and examples of courtesy
- Work with a group to role-play a given scenario
- Analyze the various reactions in a given scenario
- Work with the class to discuss reactions in a given scenario
- Explain why courtesy is sometimes difficult to display

### Materials:

- Pens, pencils
- Paper
- Chalkboard or overhead projector
- **Service with a Smile** handout

### Procedure:

1. Begin this activity by writing the following questions on the chalkboard or overhead projector and allowing your students to discuss their responses:
  - Should a person always be courteous?
  - Can you always be courteous?
2. Explain to your students that they will work as a group to role-play various scenarios. Before assigning a scenario to each group, you should cut apart the scenarios on the **Service with a Smile** handout according to the roles each member will play. This step prevents group members from reading other members' roles. Give each group one scenario, reminding each member to only read his or her role.

**Note:** A total of 16 roles exist for the five scenarios. In order to have enough roles for all of your students, you may need to assign more than one group the same scenario. Although the scenario will be the same, the students' reactions may vary.

3. Have each group role-play its scenario for the class.
4. After each group presents its scenario, allow the class to analyze and discuss how each participant reacted in his or her situation. Consider the following points for discussion:
  - Which group members were courteous?
  - In what ways did they display courtesy?
  - Who was not courteous?
  - Why do you think this group member did not display courtesy?
  - How could the discourteous group member(s) have behaved differently?

**Note:** You may want to videotape each group's scenario to replay it during the discussion.

5. Conclude this activity by referring back to the original questions on the chalkboard. Ask your students if they have changed their original answers to the questions, and if they did, why. Continue by asking your students to explain the circumstances that hinder courteous behavior.

### Related Vocabulary Words

courtesy      hinder      insistent      irate

## Service with a Smile

### Scenario 1

**Server:** Lunch is the busiest time of the day, and the kitchen staff has been swamped today. Unfortunately, you hear the guests – not the kitchen staff – complain. One guest asks for his or her hamburger rare, and the kitchen sends it out well-done. The guest complains that the hamburger is ruined, and he or she wants to speak to the chef.

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**Guest:** You are hungry for a hamburger cooked rare. When you arrive at the restaurant, you remember that the last time you ate here, they served you a hamburger cooked well-done. You felt as if your meal were ruined, and to top it off, the chef didn't seem to really care about your complaint. You are tempted to leave, but you decide to give the restaurant the benefit of the doubt. When your hamburger comes out cooked well-done, you are practically irate. You ask to speak with the chef.

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**Chef:** You are the new chef. The old chef was fired because he didn't seem to care about his guests. Your kitchen is so backed up with lunch orders that you can hardly take time to breathe. You are doing everything you can to make sure that orders go out correctly and that your guests are happy. You realize that making the customer happy is the most important job you have.

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### Scenario 2

**Server 1:** You have just finished working the lunch shift, and now you are getting ready to work the dinner shift. You haven't had a break yet, and you're tired. The host/hostess seated two of your tables at the same time, and now you have to greet both parties within two minutes.

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**Server 2:** You have started your shift. You are hoping that you will get some good tips tonight because you didn't make very much money last night. You notice that the host/hostess has just seated two tables in Server 1's section. This means that Server 1 has two tables, and you have none.

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**Host/Hostess:** You have just started your shift. A man comes in to eat a quiet dinner. You seat him in Server 1's section. Next, a party of two comes in and asks to sit in Server 1's section. The problem is that if you seat the party of two where they asked, you will give Server 1 two tables and Server 2 will not have any. The two guests are insistent, and you give in, but not before you try to talk them into sitting at a different table.

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**Guest (1):** You are celebrating your birthday with your best friend. This is a special day for both of you because you have been friends ever since you can remember, and you share the same birthday. The two of you have been coming to this restaurant for the past seven years, and you always sit at the same table. Therefore, it is very important to both of you to sit at the same table.

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**Guest (2):** You are celebrating your birthday with your best friend. This is a special day for both of you because you have been friends ever since you can remember, and you share the same birthday. The two of you have been coming to this restaurant for the past seven years, and you always sit at the same table. Therefore, it is very important to both of you to sit at the same table.

## Service with a Smile

### Scenario 3

**Server:** The guest at your new table looks like he or she might cause you trouble. Isn't this the person who didn't tip you the last time?

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**Guest:** Your server already looks a little irritated with you, but you haven't even placed your drink order. You've heard that sometimes servers will spit in guests' food, and you don't want that to happen to you. Make sure that your server doesn't become angry with you.

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### Scenario 4

**Server:** You just returned from a restful weekend in the Bahamas. You feel so peaceful and think that everyone should just slow down and relax. In fact, you have made it your mission tonight to tell everyone to just relax.

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**Manager:** Your restaurant is very busy tonight. You are running around trying to help deliver food to the tables and talk with guests about complaints. It seems like almost everyone is complaining about something, and you're wondering when people will begin to complain to you about the weather. One party in particular is upset because its server is too slow.

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**Guest:** You are starving. It is 7 p.m., and you haven't eaten anything all day. You are irritable from your state of near starvation. All you want to do is eat, but your server doesn't seem to be in much of a hurry.

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### Scenario 5

**Server:** You have been at work for three hours and haven't had any guests yet. This means you haven't made any money in tips. The hostess has just seated your first table of the night. You know that if you just treat them right, they'll leave you a good tip.

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**Guest 1:** You are a very picky eater. When you order your hamburger, you need to give very specific directions for preparing it.

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**Guest 2:** Your friend is a very picky eater. Whenever the two of you go to a restaurant together, he or she always gives the server a hard time about how to prepare his or her food. This really irritates you, and you've decided to speak your mind about it.

## Assessment

1. Individual assignments should be evaluated using a set standard offering letter grades or points.
2. Group assignments should be evaluated using guidelines that address individual student participation and contribution, as well as evaluating the group as a whole.
3. The ***Courtesy Assessment/Evaluation*** form serves as a guideline for assessing each student's performance within the activities and lessons. Additional evaluations may be added to the table, such as writing assessments for grammar, syntax, punctuation, style, etc. Reports may be graded on accuracy and analysis. Students may also be evaluated on their use of technology within key activities that encourage using the Internet for research and for the creation of a Web page.
4. Students should receive a copy of the evaluation form at the beginning of the program so that they are aware of the assessment standards and the necessity of participation in order to fully benefit from the program.

SAMPLE