

Activity: What Did I Do Wrong? 16-Hour



Activity Description: Learners watch the instructor role-play as a server making errors while serving a table and then must identify what went wrong.

Activity Profile	<input type="checkbox"/> Active	<input type="checkbox"/> Somatic	<input type="checkbox"/> Individual	<input checked="" type="checkbox"/> Instructor-led
	<input checked="" type="checkbox"/> Passive	<input type="checkbox"/> Auditory	<input type="checkbox"/> Partners/teams	<input type="checkbox"/> Learner-led
		<input checked="" type="checkbox"/> Visual	<input checked="" type="checkbox"/> Whole class	
		<input checked="" type="checkbox"/> Intellectual		
Class time	10 minutes			
Materials	Two tables, two paper tablecloths, paper plates, stack of plastic cups, plastic silverware, two menus, bread basket, rolls, play food (optional), waist apron, server tray, cloth towel for wiping spills, <i>What Did I Do Wrong? Script</i>			

Before Class

- 1 Set up two tables in the front of the room.
 - Set two chairs by each table.
 - Place a tablecloth on both tables.

During Class

- 2 Put on a server's apron.
- 1 Ask for two volunteers to play customers. Have them sit at the table.
- 2 Tell the class that you will be playing the part of a server in a family restaurant. Explain that they must watch and see if you make any errors as you serve the table.
- 3 You will purposely make several errors as you serve the table. Use the *What Did I Do Wrong? Script* to guide you. Generally, you should include the following errors in your performance:
 - Carrying a stack of cups held against your body
 - Holding utensils by food-contact surfaces as you set the table
 - Picking up water glasses by the rim as you fill and serve them
 - Serving food to the customers with your thumbs resting on the tops of the plates
 - Filling a bread basket by using your hands to place rolls in a basket
 - Using a glass to scoop ice
 - Wiping your hands on your apron after serving food
 - Wiping up a spill on the table using a side towel stored in your apron

Note: You may decide not to use the *What Did I Do Wrong? Script*. Consider creating your own script. If you create your own, be sure to include the errors listed above.

- 4 When you have finished, ask the class to identify the errors you made. For each error identified, ask them to tell you what should have been done. You may also choose to have them demonstrate the correct way.
- 5 The answers for this activity will depend on the errors you perform in your role-play. Once you have decided on your script, document the errors that you will perform, so you can discuss them with the class.

Activity: What Did I Do Wrong?

Script

16-Hour

- 1 Walk by the table carrying a stack of plastic cups held against your body.

Instructor: "Hi. I'll be right with you."

- 2 Return to the table after setting down the cups.

Instructor: "Welcome to _____. I'm _____ and I'll be your server this evening. Can I start you off with something from the bar? Ok, I'll be right back with your drinks."

- 3 Return with two glasses. Set them on the table holding the glasses by the rim as you set them down.

Instructor: "Would you like to order an appetizer? Excellent, let me put that in for you."

- 4 Return with two small plates stacked one on top of the other and a handful of utensils. Set a plate in front of each guest and set utensils down next to each plate, holding the utensils by their food-contact surfaces as you set them down.

Instructor: "Would you like some bread?"

- 5 Retrieve a basket of uneaten bread from the other dining table.

Instructor: "Here you are."

- 6 Return with a plate of appetizers, resting your thumb on top of the plate. After setting the plate on the table, wipe your hands on your apron.

Instructor: "Are you folks ready to order? OK, let me get that going for you. Can I get you another glass of root beer?"

- 7 Take the menus from the guests. As you are about to leave, you see a food spill on the table. Pull a towel out of your apron pocket. Wipe up the spill and put the towel back into your pocket.

Instructor: "Oh, let me wipe up that spill."

- 8 Take an empty plastic glass and use it to scoop the ice from an ice bin. Fill the glass with root beer and return to the table with it. Set down the glass, again holding it by the rim as you do so.