

Showing A Positive Attitude

INSTRUCTIONS: After reading the situation below, answer and discuss the questions that follow.

Pat is a clerk in a local pharmacy and enjoys the opportunity to meet and talk to customers daily. Pat displays a friendly smile on the job and performs all aspects of the position quite well.

As time passes, the pharmacy owner notices that Pat is spending an unusual amount of time talking to customers, which results in other customers waiting in line 10 to 15 minutes. The owner is uncertain about confronting Pat about the problem because of her friendliness and good work.

Finally, the owner discusses the problem with Pat, who understands the situation. Later, the owner notices Pat trying to be less talkative while continuing to be pleasant to customers.

1. What kind of attitude do you think Pat had?
2. If a customer starts and continues the conversation, would you agree with the saying, "The customer is always right?" Why or why not?
3. Is it possible to be overly friendly in this type of job? Discuss.