



# Expectations

## Scary Scenarios

### Objectives:

Help volunteers recognize examples of meeting customer interaction expectations

**Duration:** 15 minutes

**Intended for:** The Summer Teen Volunteers to demonstrate correct behavior expectations and give good customer service with practice and humor.

### What you will need:

Summer Volunteer Expectation Video

Scary Scenario Cards (See next page for samples)

Jar or container

Volunteers

### Instructions:

1. Divide teens into two teams.
2. Put Scary Scenarios in a jar.
3. Have teams pick a card and act according to the card.
4. Audience votes on correct handling of the Scary Scenario.
5. Teams are given points based on audience votes.

**A 6th grader wants to play  
the Teen Reading Game.**

**RUSH!**

**A child is screaming at  
the Summer Game Table.**

**A parent wants to pick  
up his child's prize.**

**A parent is  
angry .**

**A teen is already signed  
up at another library.**

**A non-volunteer friend  
wants to sit at the  
volunteer table.**

**A child is unhappy with  
the prize she is given.**