**Custodian**
You are at the end of a long shift when a family member of a difficult patient asks you to clean up a mess that the patient has made in their room which you cleaned earlier. How do you respond?

**Maintenance**
You are lead on a project that you committed to have completed by a certain date. You are behind because the other trade areas also working on the project have not been meeting their deadlines. Your supervisor is breathing down your neck to get the project done and doesn’t want to hear any excuses. What would you do?

**OSS**
You are working at the front counter and are approached by an extremely angry patient. The patient demands to see the doctor immediately because the doctor is behind schedule and they feel that have had to wait to long.

**Nutrition Care Interview Question**
You are delivering your last tray of the day to a patient and they ask you for some additional packets of mustard for their meal. You don’t have any additional packets with you and would have to return to the kitchen to get some. What would you do?

**MA**
You have a patient that English is not his first language, and he has come for a regular check up. While in the exam room, you notice that the patient is nervous, and his skin color has changed. He has begun to sweat. He is trying to tell you something but you are unable to understand his heavy accent. You know that his physician is finishing a procedure in the other room, and won't be able to assist the patient for the next 10 minutes. What would you do?

**Computer Technician**
You are working with a customer who is having difficulty logging on to a program. The customer is frustrated because he/she has had the same problem in the past and does not understand why your department can't "fix it" so it doesn't happen again. Additionally, the customer uses computers infrequently and does not understand the basics. What methods would you use to resolve these issues?