

## WAITER WAITRESS

This vignette involved a situation at a restaurant in which you order food not prepared as you requested. How do you respond? In this particular vignette, you requested a steak medium rare and it comes well done. In one scenario, the server is a waitress, the the other a waiter.

You have just ordered medium rare steak and a waiter serves you steak that is well done

EXAMPLES (Two male, two female):

EXAMPLE ONE Male 60 First response (do nothing, 10%) which he saw as (overly yielding); 2<sup>nd</sup> response: if too well done, might request another one (90%) which he saw as appropriately assertive: His comment: difficult for me to make a big deal out of this since I like both, medium rare only slightly better. (Exact same responses and percentages if waitress).

EXAMPLE TWO, 47, male ; I would send it back (100%, +assertive) (Same waiter or waitress)

EXAMPLE THREE: 31, Female, Refuse it, ask him to take it back; 100% +assertive (whether waiter or waitress, same answer)

EXAMPLE 4, Female, 20, I'd keep it, I like my steak anyway, as long as it isn't alive (appropriately yielding: 90%) of time; 2<sup>nd</sup> response: comment on the check (10% appropriately assertive) (same waiter or waitress).

EXAMPLES OF MODES:

POSITIVE ASSERTIVE

Refuse, ask for it correctly done

Quietly ask that it be taken back.

NEGATIVE ASSERTIVE

Call maitre'd and ask for replacement; JS COMMENT: seems a little q3? It escalates awfully quickly. Why not first just ask the server to replace it?

Leave

POSITIVE YIELDING

Depends on my mood, time frame, and hunger, I might just eat it.

NEGATIVE YIELDING

Eat it, but feel helpless at my passivity.

COMBINATIONS: Q4Q3?

Eat it and complain.

Never return to restaurant again.(q3) too assertive and withdrawal at same time?

Non codable (pre-resopnse, but interesting): Depends on attitude of waiter, JS This doesn't actually say how the person would respond, so to me it's not necessarily any particular quadrant. I assume if waiter, waitress was nice, the respondent might let it go; and if s/he were surly, might ask it be sent back. (Ah, Karma!):)

WISDOM: First, interestingly, there were no differences between male and female waitresses, from either men or women respondents. So, here are some gender non specific thoughts:

Take a breath, and center oneself. (Xujing). Then find the best response (on an assertive /yielding continuum, no more yang than necessary) for a given situation. The Maitre d seems a yang bar or two more than needed (at least initially). A kind word to the waiter would be the least yang necessary to start. Also, an appropriate yielding response would be to recognize that it doesn't make that much difference to you, and you could enjoy the steak either way. Finally, some sense of gratitude as context: that you have the resources to eat a meal out, have someone wait on you.