

RealCareer™ Employability Skills Program

Horticulture Careers

Communication

Scenario: Rebecca is working at a local nursery watering the indoor plants. Her boss asks if she can keep an eye on the place because he has an errand to run. Five minutes after he leaves, a lady who is a frequent customer approaches Rebecca with a wilted, potted plant in her hand and starts yelling at her that she wants her money back. The customer said she bought the plant two days ago and it is already dead. Several customers are watching the situation unfold.

Points of view to consider

- Rebecca, the employee
- The angry customer
- Other customers in the nursery

Key questions

- How should Rebecca handle the situation?
- Do you believe that “the customer is always right?”
- What are some communication skills that could help diffuse this situation?