

INTERPERSONAL SKILLS

COLD CUP OF COFFEE

You have bought a cup of coffee. It is cold. You return it.

The vendor uses the following phrases to get rid of you.

There is a queue of people behind you. No one else is complaining.

You've got the same as everyone else.

We don't usually get complaints.

There's nothing wrong with it.

You probably sat there too long and let it get cold.

If I give you another you will have to pay.

Explain how each of these can be handled using the Broken Record format.