

# EXEMPLARY SERVICE ACTIVITIES

*Participant Guide*



# *activity*

## Scenario 1

While inside a home completing a Work Order, a resident is showing signs of frustration as the work is taking longer to complete than they would like. How do you respond?

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## Scenario 2

While you are in a home completing a Work Order, the resident is hovering over you while you are conducting the repairs & this is making you uncomfortable. How do you respond?

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This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

