## Worksheet: Changing Your Perspective

Case Study - Evaluate the following case study and then act out the roles by changing the perspective:

Ronnie owns a spa and salon. Generally, her customers leave satisfied and she has developed a loyal client base. However, recently she had an incident where a customer came into the spa to receive a facial and microdermabrasion. Prior to the service, the front desk staff explained the procedures and the risks, which included skin irritation. After the service, the client’s face was red as it normally should be. The client did not indicate any problem as she was checking out. Two days later the client calls the spa to speak to Ronnie. The client is upset because her face is still red and she has important engagement to attend where she is a speaker.

What should Ronnie do?