Name: **Click or tap here to enter text.**

THE GIFT THAT KEEPS ON GIVING

**Case Questions**

1. What should Bethann do next?

Click or tap here to enter text.

1. Whose responsibility was it to make sure that Bethann knew the policy?

Click or tap here to enter text.

1. What could the company have done to help Bethann make the right call?

Click or tap here to enter text.

1. Once Bethann tells Michael what she did, what should his response be?

Click or tap here to enter text.