

Theme: Emily has finally had enough of the current way customized orders are being handled and crashes out

Actors:

Emily  
James  
Customer

\*\*customer walks in\*\*

Emily: Good Afternoon! How can I assist you today?

Customer: I'm here to pick up a cake order I placed a few weeks back! It's my 5 year olds birthday party today!

Emily: How exciting! What is the name on the order?

Customer: Jane Doe! :p It should be a dinosaur themed cake!

\*\*Emily reaches for stacks of sticky notes in her apron and shuffles through them unable to find the order receipt\*\*

Emily: I'll be right back let me go check in the back for your order!

\*\*Emily goes to the back of the bakery to ask James about the order\*\*

Emily: Hey James this lady named Jane Doe said she had an order for pickup but I couldn't find it in the sticky notes of orders being picked up today, I assumed you had the sticky note and was wondering where the cake was

\*\*James is looking confused\*\*

James: Jane Doe? I don't remember working on an order that had that name. What was it supposed to look like?

Emily: She said it was dinosaur themed

James: I don't recall...

Narrator: Emily and James freak out because this is the 3rd order that has been lost TODAY!!

Emily: Oh no..

\*\*Emily goes back to the customer to deliver the bad news\*\*

James: Good luck... \*\*james murmurs this as emily is walking back to the customer\*\*

Emily: I'm so sorry to deliver the bad news but we don't have a cake order under that name nor theme. Are you sure you placed it here with us?

\*\*Customer gives her a look\*\*

Customer: You're joking.. I placed this order a few weeks back and called on monday to confirm the order in case yall forgot

\*\*customer takes out receipt\*\*

Customer: I already paid for this order! I checked in and everything to avoid this situation from happening!

Emily: We deeply apologize for the inconvenience this causes, we are able to offer a refund and give you an already prepared cake. We can add the dinosaurs decorations free of charge

Customer: This is ridiculous honestly.. Yall are such an irresponsible business. Give me my refund! I am never coming back again! You ruined a 5 year olds dream cake! He was looking forward to this cake! How do you feel knowing you just ruined a 5 year olds birthday party! Yall are the worst of the worst! I don't want your sorry replacement cake!

\*\*bystander customer is filming this meltdown\*\*

\*\*Emily gives the customer a full refund and the customer storms out of the establishment\*\*

James: soooo.. How was it..

Emily: We can't keep doing this no more,.. This is the 3rd time we've lost an order TODAY! We are losing money and customers..we need to change how we handle customized orders.. We just ruined a 5 year olds birthday party...

James: you mean you right?

\*\*Emily glares at james\*\*

Bystander: Did someone say change???? I have the thing for you! Introducing \*\*start talking about the prototype..maybe demo\*\*