A DIFFICULT CUSTOMER

V.Ryan © 2000 - 2010

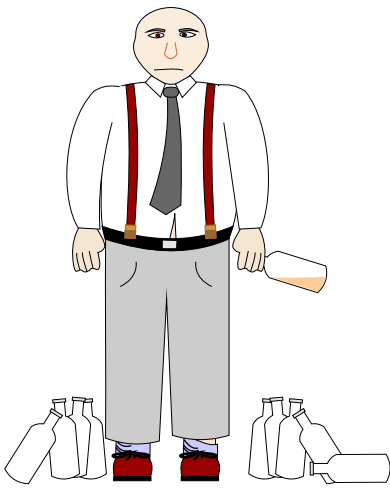# W.A.T.T.

This exercise can be printed and used by teachers and students. It is recommended that you view the website (www.technologystudent.com) before attempting the design sheet .

A DIFFICULT CUSTOMER ?

Jeff turns away anyone collecting for charity. He is mean and often unpleasant. Jeff has plenty of money and a rather large bank account. He has two expensive cars, takes three foreign holidays a year, he has a house keeper and a cook.

He works for a TV cable company and presents a TV programme that offers great prizes for answering simple questions. However, in order to win you must call a premium telephone number, costing a lot of money per minute. Jeff keeps callers on the line as long as possible by telling old jokes. This means they spend a lot of money on the telephone prize. Very few people win.

In the space below write four 'arguments' why Jeff should give money to charities. Below each argument write what you imagine will be Jeff's answer. Jeff always answers in full sentences, His answers mean NO although he never says no in a straightforward manner (see example).

ARGUMENT: I represent a charity that collects money for orphaned children. We aim to give orphaned children a good life. Please contribute a small sum of money.

JEFF'S ANSWER: I would like to contribute but at the moment I am feeding my parrot and I then need to groom the donkey in the field behind my house. Could you come back later when I am not in ?

ARGUMENT 1: _____

_____

_____

JEFF'S ANSWER 1: _____

_____

_____

ARGUMENT 2: _____

_____

_____

JEFF'S ANSWER 2: _____

_____

_____

ARGUMENT 3: _____

_____

_____

JEFF'S ANSWER 3: _____

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_____

_____

_____

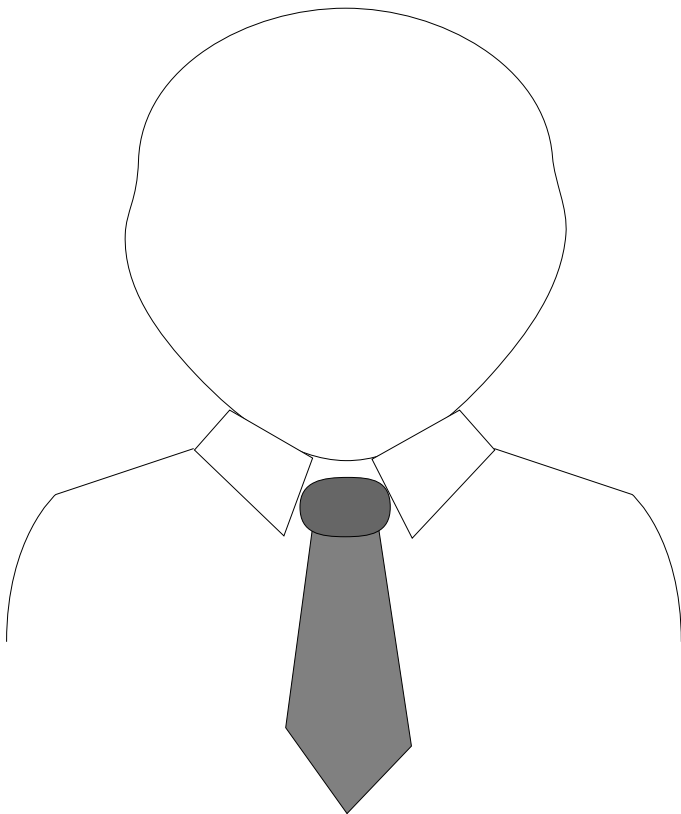**JEFF'S ANSWER 4:** _____

_____

_____

Do you give money to charity or collect for charity? Explain your answer and be truthful.
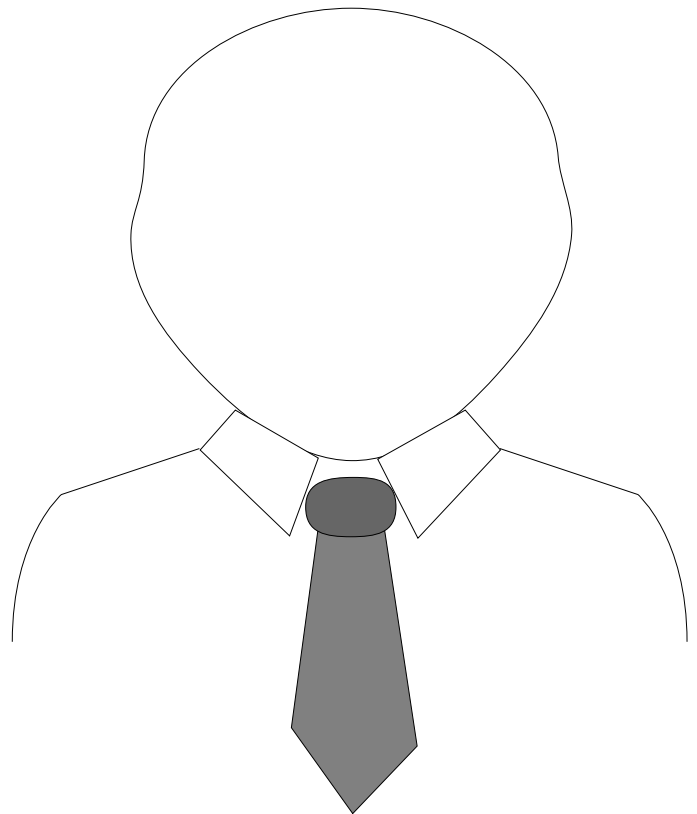
YOUR ANSWER: _____

_____

_____

Below are the outlines of two blank faces. In 'A' draw the features of a person who gives money to charity. In 'B' draw the features of a person who refuses to give money to charity and good causes.

PERSON 'A'   PERSON 'B'

EXPLAIN THE FEATURES YOU HAVE GIVEN TO EACH PERSON

_____   _____

_____   _____

_____   _____

_____   _____