

Topic you are brainstorming: **Restaurant Customer Service**

For this specific topic what sub-topics (specific) come to mind when you consider these negative emotions:

Negative Emotions:

- Scared
- Frustrated
- Unusual
- Ironic
- Disgusted

- Sad
- Weird
- Stupid
- Confused
- Ridiculous
- Toxic

- Difficult
- Impossible
- Upset
- Dysfunctional
- Exhausted
- Defeated

Initial Brainstorming

- Apply the negative emotion words (above) to the brainstorming topic above.
- Write down the sub-topic scenarios that come to mind.
- Be specific
- Don't jump ahead and look for funny items.

Set-Up

- Be concise
- Be specific
- Strong "visual" images
- Don't jump ahead and look for funny items.

Punchline

- Be concise
- Act-out the characters using dialogue, accents, and gestures etc.
- End on a punch word
- This is where the humor is exposed

It frustrates me when I am hungry and there are long waiting times at restaurants.

I went to the Outback restaurant & was informed I would have to wait for 40 minutes. 40 minutes turned to 60 minutes...and then to 80 minutes.

"I will never...ever...**ever**...enter a restaurant again that has:

- 1) Signs of long lines
- 2) Signs of unhappy customers
- 3) Signs on the doors stating, "Hiring Serving Staff."

Note: Act out reading the door sign and crazy frustrated

I find it weird that serving staff at some restaurants don't understand what "appropriate" customer service means.

I was at a Chili's restaurant when my kids were 4 and 5 years old. The young waitress knelt as she took our orders.

Imagine my teacher-wife's expression when the waitress asked the kids, "do you want to see my tongue piercings" and immediately popped out her tongue.

Note: Act out waitress flickering tongue with happy wide-eye facial expressions

Note: Act out wife's scowling facial expression mouthing "no tip for her."