

**Skit #1 - At a Car Mechanics**

Customer: Hi! I think my car is broken and I need it fixed.

Mechanic: Ok! I'll take a look at it and let you know what I find out tomorrow.

NEXT DAY

Customer: Hi! I'm back!

Mechanic: Well, I tried fixing the engine but while I was tinkering around...um...I popped the tires and scratched the hood of the car.

Customer: WHAT?!?! (Very angry) You..You..You'll regret this!!!

(Pushes something off the table)

Just you wait!!!

You're the absolute most ugly, terrible, #!%@* good for nothing person I ever saw!

Mechanic: (Angry) Hold on!! You have no right to call me that! And watch out for my property!!

Customer: YOUR property?!?!? What about MY property?!?!? I'll be back and you'll be sorry!

(Storms out)



Skit #2 - At a Car Mechanics

Customer: Hi! I think my car is broken and I need it fixed.

Mechanic: Ok! I'll take a look at it and let you know what I find out tomorrow.

NEXT DAY

Customer: Hi! I'm back!

Mechanic: Well, I tried fixing the engine but while I was tinkering around...um...I popped the tires and scratched the hood of the car.

Customer: Oh.... (Looks worried)

Mechanic: Yeah, sometimes that happens, you know.

Customer: (Quietly) I've never heard of that before.

Mechanic: Well, I can fix the tires for \$300.

Customer: Ok... (looks down, sighs). Well... I guess so. I need my car fixed.

**Skit #3 - At a Car Mechanics**

Customer: Hi! I think my car is broken and I need it fixed.

Mechanic: Ok! I'll take a look at it and let you know what I find out tomorrow.

NEXT DAY

Customer: Hi! I'm back!

Mechanic: Well, I tried fixing the engine but while I was tinkering around...um...I popped the tires and scratched the hood of the car.

Customer: (Calmly) Well, that is a problem. What are you going to do about it?

Mechanic: I don't know...keep working on it I guess.

Customer: I'd rather take my business to someone I can trust.

Mechanic: Well, I can fix the tires for \$300.

Customer: No, you've already caused me a bigger problem. I'd like you to pay for the damage that you caused.

Mechanic: Wait! It was an accident!

Customer: I understand you didn't mean to, but you still ruined my car. And now I feel like you are trying to cheat me into more business! I have the number of the Business Bureau who I will call as soon as we're done here, they will look into your business. Meanwhile, let's take a look at the car. I've got another mechanic I will bring in to assess the damage and charge the bill.