

Script for dealing with difficult social interactions



Scene:

You are calling a restaurant to make a reservation. You want to request special seating that will help you hear optimally at the restaurant. You are still getting used to talking on the phone, but have been practicing with your family.

Characters:

Karen can be portrayed by a narrator, if practicing alone, or a friend/family member.

Script:

Karen: Good morning, how can I help you?

You: Good morning. I would like to make a reservation. Just to let you know, I have trouble hearing over the phone. I use a captioned phone, so if I don't respond immediately, I'm waiting for the captions to come through.

Karen: Thanks for letting me know! What date and time would you like to make a reservation for?

You: Monday, January 3 at 5:00 pm, please.

Karen: That works. Do you need help with anything else?

You: Yes. I would like to request a corner table away from the kitchens and TVs. These areas are very noisy, and I can't hear very well when seated next to them.

Karen: I think I can make that work for you.
(Your captioned phone doesn't pick up the last thing that Karen says.)

You: I'm sorry, I didn't hear you, and my captions are unclear. Could you let me know if you have my reservation? You can say "No," or "Yes-Yes." The syllables help me determine your answers.

Karen: Yes-Yes.

You: Great, thank you so much.