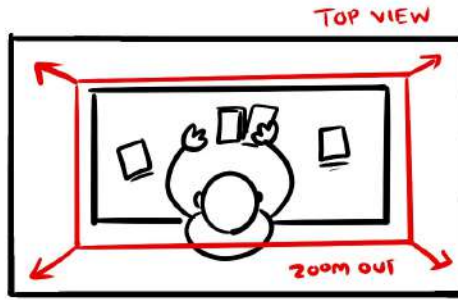
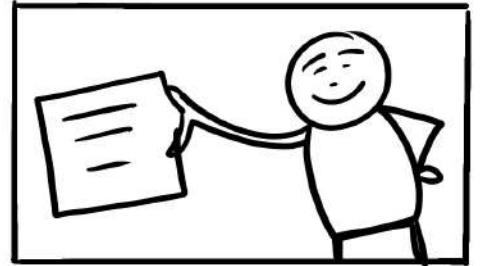




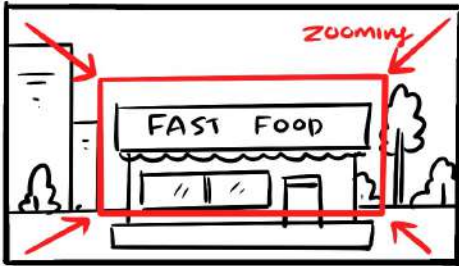
Confused looking man at a desk



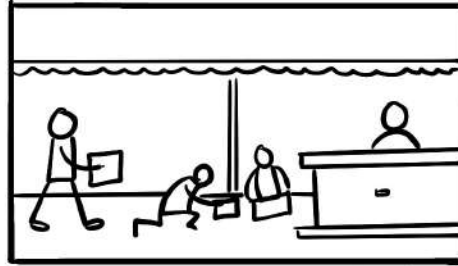
Man shuffle through paper



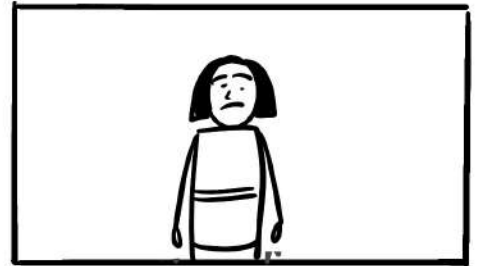
Finally finding the one he was looking for



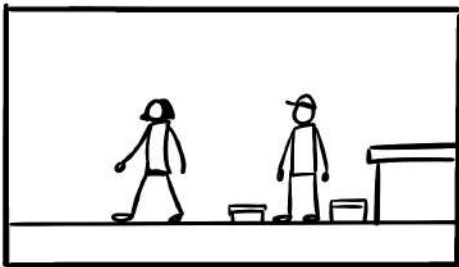
fast food restaurant...



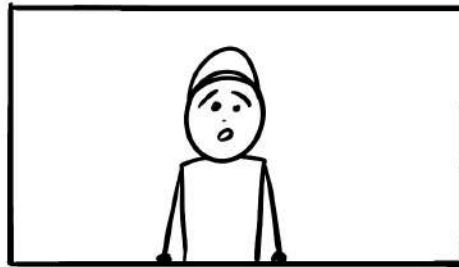
Workers pick up various bags of food, put them down. Apparently frustrated



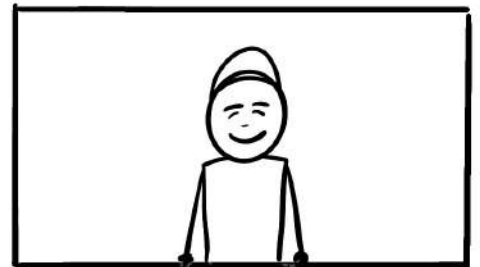
Well dressed woman shaking her head....



and walking away from a table



Worker looks worried

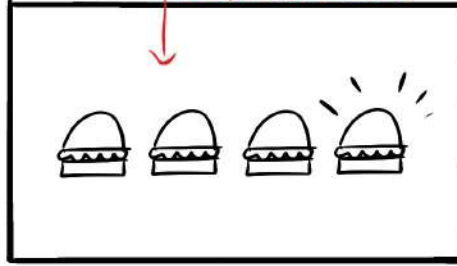


Then suddenly determined and positive



worker flipping burgers, smiling.

Show Burgers popping up and fill screen with it



Working hard

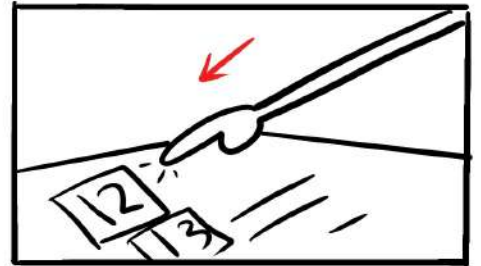
(POP IN)



woman in front of the cash register. Looking upset



Woman asking boss a question, pointing at the register



Boss punching in numbers. Women how it's done.

Flip



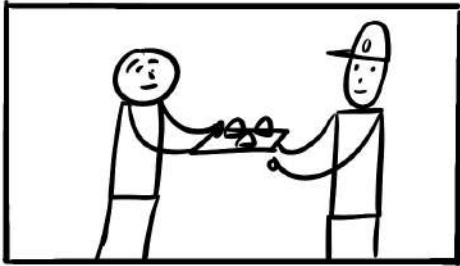
Boss takes an order from a customer, while woman watches



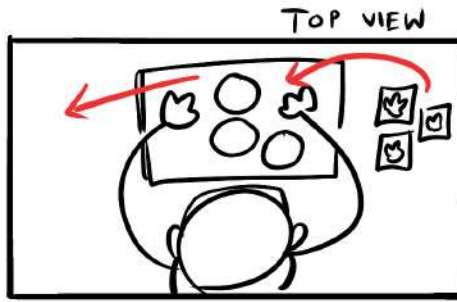
Woman smiles, takes an order from the next customer

(POP IN)

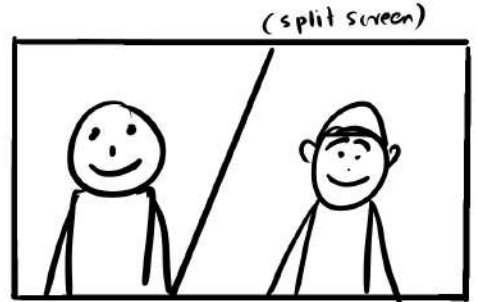




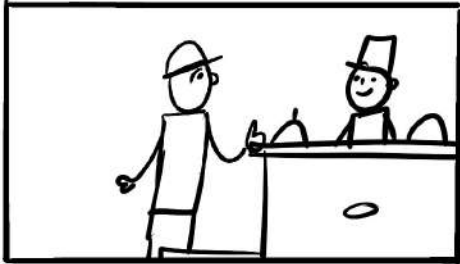
Man hands a kitchen worker a plate of 3 burgers, shaking his head



Kitchen worker gently removes 2 burgers and replace them with french fries and a pickle

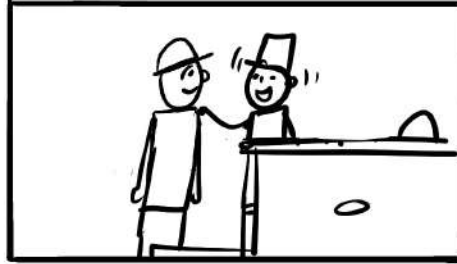


Both smile

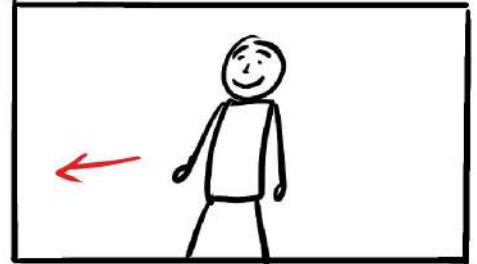


kitchen worker tells kitchen supervisor something with his head lowered using hands to explain-

(POP IN)



Supervisor pats his hand on kitchen workers shoulders, nodding. Both smile



kitchen worker gets back to work, looking positive and upbeat

How to Respond to a problem

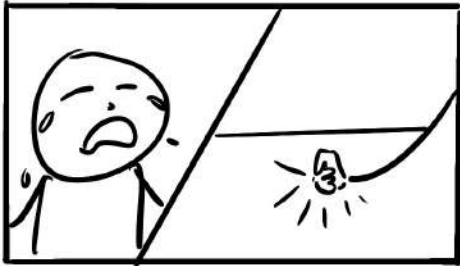


Man is handed a paper at work



His face falls, He panics and ...

(No overlay)



Slams fist onto the desk, weeping



Man is handed a paper at his desk.



He brow furrows, then



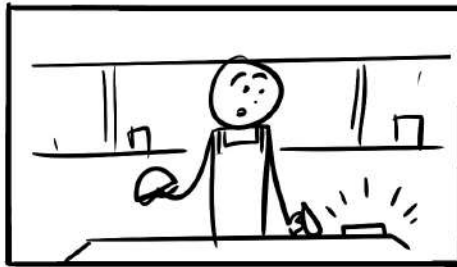
he remain calm



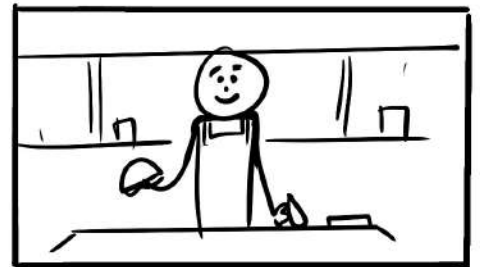
shrugs, and hands the paper back



Kitchen worker making a sandwich



Notices there is no cheese left.



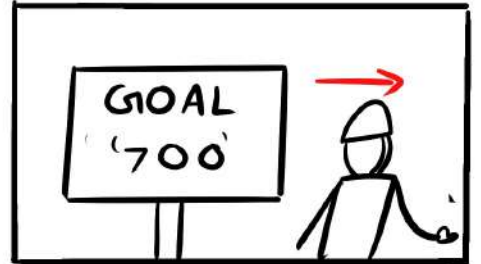
Shrugs her shoulders, smiles



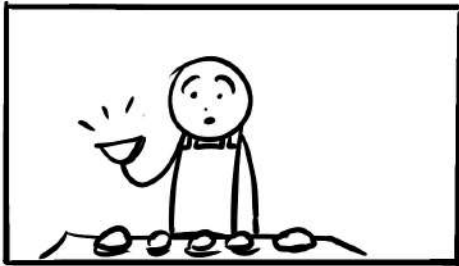
Factory worker crossing



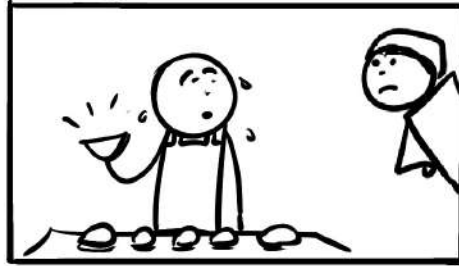
erases '1000' from a white board next to the word 'goal'



Replaces it with '700'



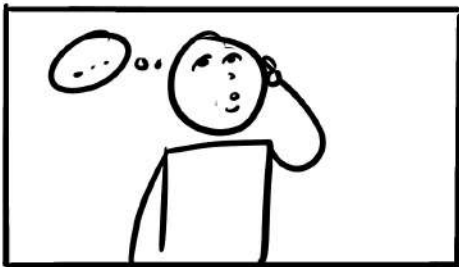
kitchen worker with a row of Burgers with no meat in buns



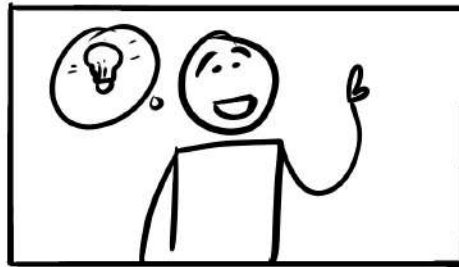
Supervisor looks concerned and worker shrugs worriedly



Worker looking frustrated



makes a thinking face



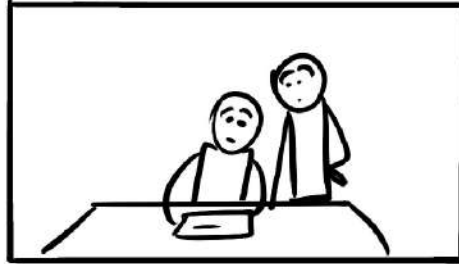
Then comes up with an idea



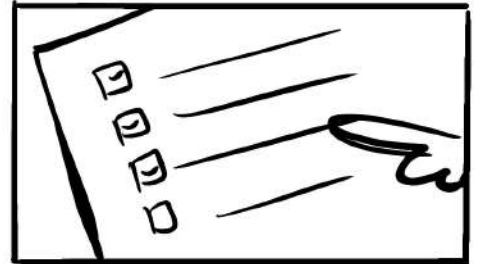
Worker frowns as he pulls something from restaurant over and...



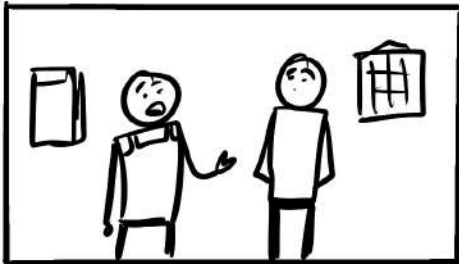
It is burned



Worker and boss reviewing



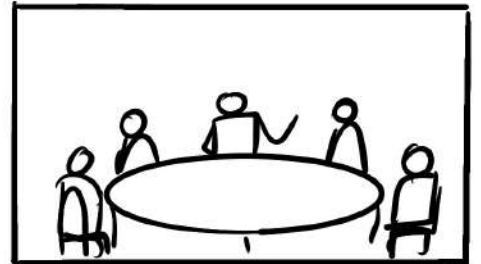
a check list



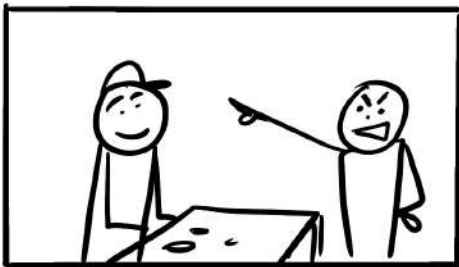
Worker talking with Boss and



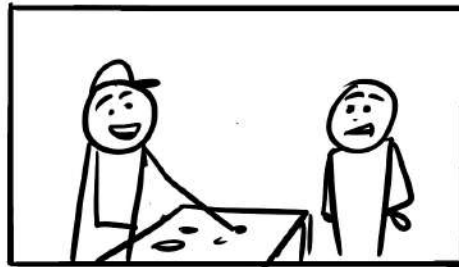
looking at the calendar



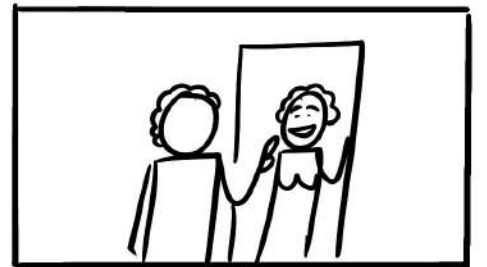
worker with team having a conversation at a round table.



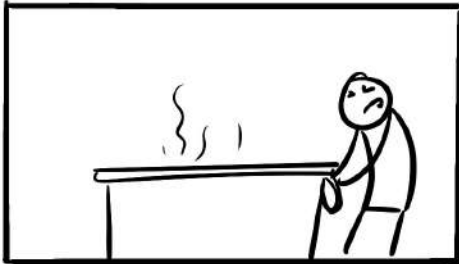
worker staying calm while a customer speaks angrily to her.



worker replies to customer in a calm way.



woman speaking into a mirror practicing lines.



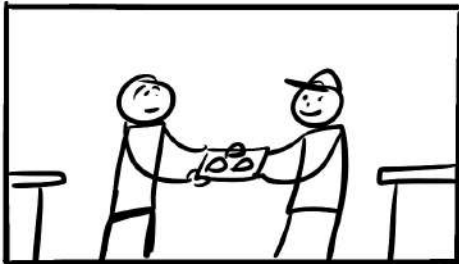
Kitchen worker spills a large vat of soup.



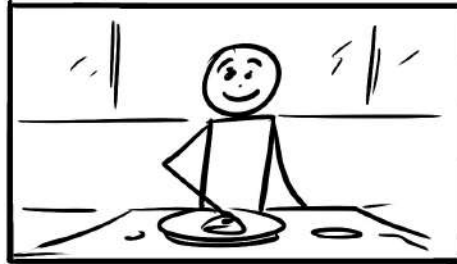
Kitchen worker asks someone for some help.



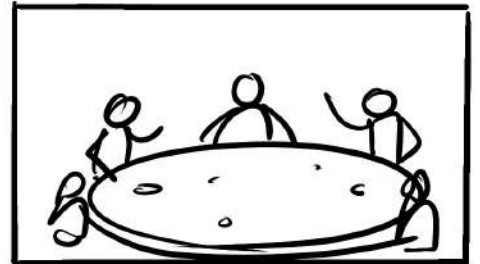
Woman getting training on how to use a cash register.



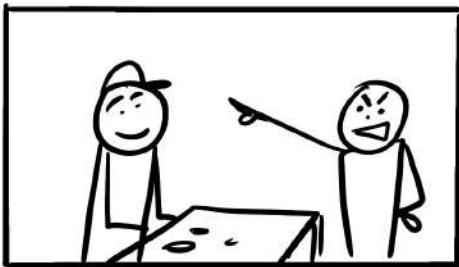
Man hands a kitchen worker a plate of 3 burgers.



Kitchen worker smiles as re-plates the food.



Group at a table talking.



Worker staying calm and positive while customer appears angry.



Worker looking worried.



Suddenly figures out the problem. worker giving a coworker a high-five.