## Feedback Sandwich Scenario

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| j0331237[1]*Praise, Opportunity, Praise* |
| Scenario |
| Lately, your employee has been caught being short with their responses to the customers. They use short responses and phrases this puts the customer the defensive. When not with the customer, your employee is a team player and is dedicated to their work. |
| Your Response |
| Praise |  |
| Opportunity |  |
| Praise |  |