

# Receiving Advice and Criticism

# Workshop 2

**A**t 8:15 a.m. in the hotel restaurant, half a dozen people who have finished breakfast are lining up to pay their bills. Most of them want to add the charge to their hotel tab, but Jack, the new man at the computerized cash register, is struggling with the system. It seems that, to assign a charge to a room, he has to go through three different computer screens, and this morning the hotel's network is running at turtle speed.



The people in line are fidgeting and muttering to each other. Jack would rather toss the bills in a pile and deal with them later, but Rosalee, the manager, specifically told him not to do that.

As Jack finishes with one customer and begins the long process over again with the next, a waiter named Hank glides up beside him.

“Didn’t Rosalee explain how to handle charges to the rooms?” Hank says in a low voice. “There’s a much quicker way. Here, I’ll show you.”

Gently nudging Jack away from the keyboard, Hank hits a certain combination of keys and the right screen pops up in two seconds. “See?” he murmurs to Jack. In a moment Hank completes the

transaction, and the grateful customer is out the door.

Hank explains the procedure once more, naming the keys as he points to them. “Okay, that will help you, won’t it?” Hank says, “Let me know if you

have any more problems.”

“Yeah, right,” Jack grumbles.

In front of all these restaurant patrons, Jack is embarrassed that he needed

instructions from a waiter. After all, he’s a manager in training! It’s actually Rosalee’s fault, he thinks, for not showing him the ropes.

With these thoughts dominating his mind, he tries to apply Hank’s shortcut but realizes he can’t. He was so angry and upset that he didn’t listen to what Hank told him.

## What’s Inside

*Here, you will learn to*

- ◆ avoid becoming defensive when given advice or criticism
- ◆ understand the keys to good listening
- ◆ encourage useful feedback