

# Maze 1: Booking a Holiday

## Start:

You're at a travel agency and want to book a one-week holiday.

Choose a destination:

A. Beach resort in Greece → 1

B. City break in Paris → 2

C. Adventure tour in Peru → 3

## 1:

Agent: Would you prefer a hotel with all-inclusive service or bed and breakfast?

A. All-inclusive → 4

B. Bed and breakfast → 5

## 2:

Agent: Do you want to include guided tours or explore on your own?

A. Guided tours → 6

B. Explore on your own → 5

## 3:

Agent: Would you like to include hiking the Inca Trail?

A. Yes → 6

B. No → 5

## 4:

Agent: Perfect. Are you traveling alone, as a couple, or with friends?

A. Alone → END A

B. Couple → END B

C. With friends → END C

## 5:

Agent: Would you like us to arrange airport transfers too?

A. Yes → END B

B. No → END C

## 6:

Agent: Do you need travel insurance included in the package?

A. Yes → END A

B. No → END C

## END A:

You booked a comprehensive solo holiday with activities and insurance. Sounds exciting!

## END B:

You've booked a holiday that includes just the essentials. You're ready to explore on your own terms!

## END C:

Your trip is flexible and fun — perfect for a group adventure with room for spontaneity.

## Maze 2: Job Interview Preparation

### Start:

You've been invited to a job interview for your dream position.

First step:

- A. Research the company → 1
- B. Practice interview questions → 2
- C. Choose what to wear → 3

### 1:

You find out about their recent projects. What do you do next?

- A. Prepare questions to ask them → 4
- B. Look up their values and mission → 5

### 2:

You feel nervous. Do you:

- A. Practice in front of a mirror → 4
- B. Ask a friend to help → 5

### 3:

You're unsure how formal the dress code is. Do you:

- A. Email to ask HR → 4
- B. Go with a classic suit to be safe → 5

### 4:

Now that you're more confident, how do you calm your nerves on the day?

- A. Meditate or breathe deeply → END A
- B. Go for a short walk before → END B

### 5:

It's the night before. Do you:

- A. Go to bed early → END C
- B. Stay up rehearsing → END B

### END A:

You stayed calm and confident. You made a strong, composed impression!

### END B:

You felt a bit tired but gave solid answers. A good effort!

### END C:

You were refreshed and ready. Great balance of preparation and rest.

## Maze 3: Handling a Complaint

### Start:

You're working at a hotel reception. A guest is upset about the noise in their room.

First response:

- A. Apologize and listen to their concerns → 1
- B. Offer to move them immediately → 2
- C. Say you're busy and ask them to come later → 3

### 1:

The guest explains the noise came from a party. What do you say?

- A. Offer a quieter room → 4
- B. Say you'll speak to the party guests → 5

### 2:

The guest accepts, but wants a room upgrade. Do you:

- A. Upgrade them → 4
- B. Say upgrades have a fee → 5

### 3:

They get more frustrated. Do you:

- A. Apologize and help now → 4
- B. Call your manager for help → 6

### 4:

Guest is satisfied with your help. Do you:

- A. Offer a free drink coupon → END A
- B. Ask them to leave a review → END B

### 5:

Guest accepts for now, but is not fully happy. Do you:

- A. Check on them later → END C
- B. Leave it for your colleague's shift → END D

### 6:

The manager thanks you for acting responsibly. Do you:

- A. Take notes for future reference → END C
- B. Avoid this kind of situation in the future → END D

### END A:

Excellent customer service! The guest leaves happy and impressed.

### END B:

You solved the problem well and promoted the hotel's reputation.

### END C:

You were responsible and followed up. A solid, professional job.

### END D:

You avoided the problem, which might affect your teamwork rating.