**WORK CARD 2**

**PREVENTION OF INAPPROPRIATE BEHAVIOUR IN THE GROUP**

You are a trainer, you conduct training on the theme of "Banquet party service with wine tasting", and in the given moment on ‘’ the division of duties before carrying out tasks’’. You noticed a few inappropriate behaviours among the participants. Think about how you will react and what the effects of your reaction may be.

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| TYPE OF INAPPROPRIATE BEHAVIOUR | YOUR REACTION | POSSIBLE BEHAVIOURS AS A RESULT OF YOUR REACTION |
| the participants are talking loudly and interrupt you because they think that the given room layout is not good for effective workshop organisation |  |  |
| a couple of the participants are not observing nor listening. instead they prepare their work stations for wine tasting. |  |  |
| a PARTICIPANT WHO is late just enters the room and starts to ask the participants if wine types were discussed.  |  |  |
| a participant interrupts you, asking if you have ever been to Portugal because he thinks his wines are the best. |  |  |
| one of the participants questions what you are saying and shows their knowledge about wines. |  |  |