

1. Read the paragraph 3 and 4 and figure out what happened between the narrator and manager. After that, guess the feeling of the narrator by completing the table.

What manager did	What the narrator did	How the narrator might feel
the manager's first apology and explanation	insisted that the chicken was rancid	a little angry because of the staff's effort to deny the truth
the manager's admitting the truth, apology and offering a free dessert or drink.	<ul style="list-style-type: none"> ordered some other food ate the food drank water 	fairly happy despite the unpleasant taste of the rancid chicken
a free dessert	ordered coffee	no appetite for dessert.

2. Summary the story.

Trilby and I had late lunch in a restaurant. Although we waited for a long time, we _____. When chicken arrived, I _____, _____ and _____. At this time, I felt _____. The manager came and apologized. But at first, he _____, which made me _____. Five minutes later, he admitted their mistake and _____ and I felt _____. At this time, Trilby had had _____ and I had had _____. When we talked about the check, I thought that the manager should _____. When the check arrived, I asked it for manager, but he insisted that _____ and _____. Finally, I _____ though _____.

Answers: were fine with that; took a bite; spat it out; called the waitress; awful ; denied it; a little angry; two glasses of wine; water; give us a discount; we had had free wine; I wouldn't raise my voice; accepted it; I felt unsatisfied. (Answers may vary.)

3. Fill in the blanks with economic theories or principles that are useful in explaining how the decisions are made.

Paying for rancid chicken <u>anchoring theory</u>	Choosing a cost-effective flight <u>opportunity cost, i.e., the potential benefits one might miss out on choosing one alternative</u>
Not accepting shells in trading when everyone has too many shells <u>supply and demand</u>	Ranking items in order of importance when making a budget plan The process used to measure the benefits of a decision or taking action minus the costs associated with taking that action, involving measurable financial metrics such as revenue earned or costs saved as a result of the decision to pursue a project by balancing costs and benefits.