

Lesson Plan: Roleplay Restaurant Scenarios – Halloween Edition

Grade Level: Middle to High School (adaptable)

Subject/Focus: Family & Consumer Sciences / Hospitality / Communication Skills

Time: 45–60 minutes

Objectives

Students will:

1. Practice customer service skills through roleplay.
 2. Learn to respond politely and creatively to unusual or “tricky” requests.
 3. Strengthen problem-solving, teamwork, and communication abilities.
 4. Have fun applying skills in a festive Halloween context.
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Materials Needed

- Menu handouts (can be a Halloween-themed fake menu, e.g., *Pumpkin Spice Pizza*, *Witch’s Brew Smoothie*, *Monster Mash Burger*).
 - Scenario cards (with tricky Halloween customer requests).
 - Notepads and pens for “servers.”
 - Optional: Halloween decorations or music for atmosphere.
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Warm-Up (5–10 min)

- Brief discussion: “*What makes a good restaurant server or customer?*”
 - Brainstorm polite ways to handle unusual or difficult requests.
 - Quick review of restaurant etiquette (greeting customers, taking orders, handling complaints).
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Activity Instructions (30–40 min)

1. **Divide students into groups** of 3–4:
 - Server(s)
 - Customer(s)
 - Optional: Manager
 2. **Distribute scenario cards** with Halloween-themed tricky requests (examples below).
 3. **Roleplay begins:**
 - Customers make their unusual request.
 - Servers respond politely, take orders, and problem-solve.
 - Managers may step in for extra-difficult situations.
 4. **Rotate roles** so everyone gets a chance to be a server, customer, and manager.
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Sample Halloween Tricky Requests

- “Can I have my *Vampire Burger* without garlic, but shaped like a bat?”
- “I want my *Pumpkin Spice Latte* cold, but served in a hot cauldron.”
- “I ordered the *Witch’s Brew Soup*, but I’m scared of green food—can you make it invisible?”

- “My *Monster Mash Pizza* needs to howl when it arrives.”
 - “Can you put extra eyeballs in my spaghetti, but only if they’re smiling?”
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Debrief & Reflection (10 min)

- Discuss: *Which requests were the hardest to handle?*
 - *How did servers keep polite and professional?*
 - *What strategies worked best for solving tricky problems?*
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Assessment

- Informal observation of roleplays.
- Participation in discussions.
- Optional: Quick written reflection – “*What did I learn about customer service today?*”

Halloween Restaurant Roleplay Scenario Cards

 Print, cut, and hand one card to each “customer” during roleplay.

Card 1

The Vampire Burger

“I love my Vampire Burger... but I can’t have garlic! Can you make it bat-shaped instead?”

Card 2



Pumpkin Spice Latte

"I'd like my Pumpkin Spice Latte cold... but served in a steaming hot cauldron."

Card 3



Witch's Brew Soup

"I ordered Witch's Brew Soup, but I'm afraid of green food. Could you make it invisible?"

Card 4



Monster Mash Pizza

"My pizza needs to howl when it comes to the table. Could you arrange that?"

Card 5



Spaghetti with Eyeballs

"I'd like extra eyeballs in my spaghetti... but only if they're smiling."

Card 6



Zombie Smoothie

"This smoothie looks too fresh. Could you make it look like it's been sitting around for 100 years?"

Card 7



Bat Wing Platter

"Could you bring my Bat Wings on a broomstick instead of a plate?"

Card 8

 Haunted Cookie Dessert

“I want my cookies to scream when I bite into them. Can you make that happen?”

Card 9

 Mummy Wrap Sandwich

“Please unwrap my Mummy Sandwich, but don’t let it fall apart—it has to stay spooky!”

Card 10

 Ghostly Milkshake

“My milkshake should be so ghostly that it disappears before I drink it.”
