1.0 Envisioning The Story (Brief Scope & Sequence for Storyboard)			NOTES (Client/SME Roles)
Course Title	**Target Audience**	**Context/Setting**	**Please Write Below:**
● The Ultimate Restaurant Hygiene Checklist For Fine Dining Servers ● *Do you have what it takes to earn all of the check marks on your hygiene "to do" list?*	● New and veteran fine dining servers at the restaurant.	● Fine dining servers at this establishment should perform these actions throughout their serving shift.	
Target Key Performance Indicator (KPI)	**Learning Objectives; Performance Actions & Goals**	**Course Duration:**	
● Reservations and bookings made will increase by 15% in the upcoming two months as servers will implement hygiene protocols to minimize the risk of food safety hazards and to prioritize a healthy restaurant community.	● Implement strategies to ensure you are tidy and well groomed prior to your shift. ● Classify procedures to assure clean restaurant dining equipment. ● Identify methods to practice front-facing habits when serving. ● Apply serving etiquette strategies to workplace scenarios to foster a healthy restaurant community.	● 10 minutes - 15 minutes	

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1.1 Title Page			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of restaurant scene. [2] **OST (in shape):** The Ultimate Restaurant Hygiene "To Do" Checklist For Fine Dining Servers [3] **OST (in shape):** *Do you have what it takes to earn all of the check marks on your hygiene "to do" list?* [4] **IMAGE:** Button with OST: Order's Up! ***OST - On Screen Text**	[1] Soft music playing in the background.	[1] **OST (in shape)** [2] and [3] appears on the background image scene. [2] **IMAGE** [4] Orders Up! Navigation Button ● User jumps from Scene 1.1 to Scene 1.2 when pressed.	
1.2 Reminder - Turn On Sound			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Plain orange background. [2] **OST (in shape):** Before you begin, make sure you turn your sound on. Select "Orders Up!" when you're ready to continue.	[1] Soft music playing in the background [1.1].	[1] **OST (in shape)** [2] appears on the background image scene. [2] **IMAGE** [4] Orders Up! Navigation Button ● User jumps from Scene 1.2 to Scene 1.3 when pressed.	

[3] **IMAGE:** Button with OST: Order's Up! ***OST - On Screen Text**			
1.3 Welcome/Introduction - First Shift As Restaurant Server			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of restaurant scene [1.1]. [2] **IMAGE:** Main Character Server appears. [3] **OST (in shape):** Your first day as a server in fine dining has arrived, and it's hard for you to contain your excitement as you're getting ready. Throughout the many weeks of training, your managers emphasized having healthy hygiene habits. You hope you're able to remember their protocols and procedures! [4] **IMAGE:** Button with **OST**: Continue ***OST - On Screen Text**	[1] Sounds of individuals eating in the background/plates clinking.	[1] **IMAGE** [2] appears on the background image scene. [2] **OST (in shape)** [3] appears on the background image scene. [3] **IMAGE** [4] Continue Navigation Button ● User jumps from Scene 1.3 to Scene 1.4 when pressed.	

			NOTES (Client/SME Roles)
1.4 Meet Mentor Character - Chef Hat Terra Misu			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of kitchen scene. [2] **IMAGE:** Chef Hat Character Terra Misu [3] **OST (in word bubble):** Hello, I'm Chef Hat, Terra Misu! With my many years of serving experience in fine dining, today I'll be your mentor throughout your first shift. [4] **IMAGE:** Button with **OST**: Continue ***OST - On Screen Text**	[1] "Boing!" sound is heard when **IMAGE** [2] appears.	[1] **IMAGE** [2] drops/bounces into scene. [2] **OST (in word bubble)** [3] appears on the background image scene. [3] **IMAGE** [4] Continue Navigation Button • User jumps from Scene 1.4 to Scene 1.5 when pressed.	
1.5 Mentor Character - Chef Hat Terra Misu - Navigation			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **BACKGROUND COLOR:** Plain orange background color [1.2]. [2] **IMAGE:** Chef Hat Character Terra Misu in a circle/button style in a shape.	[1] No audio present in this scene.	[1] **IMAGE** [2] appears on the background image scene. [2] **OST (in shape)** [3] appears on the background image scene. [3] **IMAGE** [2] • User jumps from Scene 1.5 to	

[3] **OST (in word bubble):** Select this mentor icon button to ask for Chef Terra Misu's help throughout your shift at the restaurant. Try pressing the mentor icon button to the left of the screen now to continue. ***OST - On Screen Text**		Scene 1.6 when pressed.	

1.6 Learning Objectives			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of kitchen scene [1.4]. [2] **IMAGE:** Chef Hat Character Terra Misu [1.4] [3] **OST (in word bubble):** To find out your goals for today, click on each of the number icons below. Then, press continue to move forward. [4] **OST (in shapes):** ICON #1: Implement strategies to ensure you are tidy and well groomed prior to your shift. ICON #2: Classify procedures to assure clean restaurant dining equipment. ICON #3: Identify methods to practice front-facing habits when serving. ICON #4: Apply serving etiquette	[1] Cheerful sound when user clicks # ICON.	[1] **IMAGE** [2] drops/bounces into background image scene. [2] **OST (in word bubble)** [3] appears on the background image scene. [3] **OST (in shapes)** [4] appears on the background image scene. [4] **IMAGE** [3] Continue Navigation Button • User jumps from Scene 1.6 to Scene 1.7 when pressed.	

Visual Prompt(s)	Audio Prompt(s)	Programming Prompt(s)	
strategies to workplace scenarios to foster a healthy restaurant community. [4] **IMAGE:** Button with **OST**: Continue ***OST - On Screen Text**			

1.7 Introducing Checklist Incentive/Goal			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of kitchen scene [1.4]. [2] **IMAGE:** Chef Hat Character Terra Misu [1.4] [3] **OST (in word bubble):** For each goal you accomplish during your shift, you will earn a checkmark for your hygiene "to do" list. Once you earn all four checkmarks, you will have completed your shift earning more tips for yourself. Your patrons will also schedule future reservations with your restaurant. [4] **IMAGE:** Checkmark gif. [5] **IMAGE:** Checklist with empty boxes on a clipboard. [6] **IMAGE:** Button with **OST**:	[1] Applause sound when **IMAGE** [4] is dragged over to **IMAGE** [5]	[1] **IMAGE** [2] drops/bounces into scene. [2] **OST (in word bubble)** [3] appears on the background image scene. [3] **IMAGE** [4] is dragged over to **IMAGE** [5] [4] **IMAGE** [6] ● User jumps from Scene 1.7 to Scene 1.8 when pressed.	

Let's Begin! ***OST - On Screen Text**			
1.8 Transitioning Scenes Video			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Main Character Server [1.3] walking outside of house [2] **IMAGE:** Main Character Server [1.3] getting into her car - driving through the city [3] **IMAGE:** Main Character Server [1.3] driving up to restaurant [4] **IMAGE:** Main Character Server [1.3] walking into restaurant	[1] Soft music playing in the background [1.1].	[1] User automatically jumps from Scene 1.8 to Scene 1.9 once the video plays through.	
1.9 Question #1			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Outside of the restaurant [1.8]. [2] **IMAGE:** Chef Hat Character Terra Misu in a circle/button style in a shape [1.5] in the right-hand corner.	[1] No audio present in this scene.	[1] If user selects **IMAGE** [2], they will automatically jump to Scene 1.10. [2] If user selects **OST (in shape)** [4] <u>Choice A</u>, they will automatically jump to Scene 1.11. [3] If user selects **OST (in shape)** [4] <u>Choice B</u>, they will automatically jump to Scene 1.12.	

Visual Prompt(s)	Audio Prompt(s)	Programming Prompt(s)	
[3] **IMAGE:** Main Character Server [1.3] appears outside of restaurant [1.8]. [4] **OST (in shape):** When walking into the restaurant for your first shift, you realize that you left your hair down. What should you do? **Choice A** (incorrect): Do nothing! Who cares? Your hair looks better down than up anyways. **Choice B** (incorrect): Turn around and go home to get a hair tie. You might be late for your shift, but at least you are following protocol. **Choice C** (correct): Go to the break room and grab a hair tie from the toiletries offered to staff. Keeping your hair back and neat is a must!		[4] If user selects **OST (in shape)** [4] <u>Choice C</u>, they will automatically jump to Scene 1.13.	

1.10 Question #1 - Mentor Character Selection			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of kitchen scene [1.4]. [2] **IMAGE:** Chef Hat Character Terra Misu [1.4]	[1] "Boing!" [1.4] sound is heard when **IMAGE** [2] appears.	[1] **IMAGE** [2] drops/bounces into background image scene. [2] **OST (in word bubble)** [3] appears on the background image scene.	

[3] **OST (in word bubble):** Hello there! Happy to help! For your shift as a server, you must tie back hair that is shoulder length or longer. I wouldn't suggest being late for work, though! [4] **IMAGE:** Button with **OST**: Return To Question		[3] **IMAGE** [4] Return To Question ● User jumps back from Scene 1.10 to Scene 1.9 when pressed.	

1.11 Question #1 - Choice A Consequence (Incorrect)			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of outside of a restaurant [1.8] [2] **IMAGE:** Customers walking outside of a restaurant [1.8] with cell phones. [3] **IMAGE:** Zoom in cell phone with customized review: **OST (in text bubble):** One of the servers here didn't use a hair tie to pull back her hair. As a result, her hair was found in some of our food. I will definitely be hesitant to come back here again. [4] **IMAGE:** Zoomed out cell phone. [5] **OST (in shape):** Because you decided against pulling your hair back, customers at your restaurant noticed	[1] Bird sounds/city sounds when customers walking **IMAGE** [2] appears [2] Suspense sound **IMAGE** [3] appears [3] Bad luck sound/wrong answer sound **OST (in text bubble)** [3] appears [4] Typing sound/typing out the review out **IMAGE** [4] appears	[1] **IMAGE** [2] appears on the background scene. [2] **IMAGE** [3] is zoomed into to show a closer view of **OST (in text bubble)** [3]. [3] **IMAGE** [3] is zoomed out to minimize **OST (in text bubble)** [3] [4] **OST (in shape)** [5] appears on background scene. [5] **IMAGE** [6] Button with **OST**: Please Return To Question ● User jumps back from Scene 1.11 to Scene 1.9 when pressed.	

you struggling to keep your hair contained and left a negative review of the restaurant. They canceled their future reservations. [6] **IMAGE:** Button with **OST**: Return To Question	

1.12 Question #1 - Choice B Consequence (Incorrect)	NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**

Visual Prompt(s)	Audio Prompt(s)	Programming Prompt(s)	Please Write Below:
[1] **IMAGE:** Background of outside of a restaurant [1.8] [2] **IMAGE:** Customers walking outside of a restaurant [1.11] with cell phones. [3] **IMAGE:** Zoom in cell phone with customized review: **OST (in text bubble):** One of the servers here was late to her shift today. As a result, the restaurant was very short-staffed and we had to wait a while for our food. I will definitely be hesitant to come back here again. [4] **IMAGE:** Zoomed out cell phone. [5] **OST (in shape):** Because you decided to go home to grab a hair tie, you were late for your shift and	[1] Bird sounds/city sounds when customers walking **IMAGE** [2] appears [1.11] [2] Suspense sound **IMAGE** [3] appears [1.11] [3] Bad luck sound/wrong answer sound **OST (in text bubble)** [3] appears [1.11] [4] Typing sound/typing out the review out **IMAGE** [4] appears [1.11]	[1] **IMAGE** [2] appears on the background scene. [2] **IMAGE** [3] is zoomed into to show a closer view of **OST (in text bubble)** [3]. [3] **IMAGE** [3] is zoomed out to minimize **OST (in text bubble)** [3] [4] **OST (in shape)** [5] appears on background scene. [5] **IMAGE** [6] Button with **OST**: Please Return To Question ● User jumps back from Scene 1.12 to Scene 1.9 when pressed.	

customers at your restaurant waited a while for their food because it was short-staffed. They left a negative review of the restaurant and canceled their future reservations. [6] **IMAGE:** Button with **OST**: Please Return To Question		

1.13 Question #1 - Choice C Consequence (Correct)			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of office space. [2]**IMAGE:** Elevator appears going up [3] **IMAGE:** Manager with a delighted look on her face. [4] **IMAGE:** Checklist with empty boxes [1.7] appears in the middle of the screen. [5] **IMAGE:** Checkmark gif [1.8] fills one box out of four boxes. [6] **OST (in word bubble):** Great to see you here on time for your first shift! You look neat and tidy. Looking forward to working with you!	[1] Elevator sound when **IMAGE** [1] appears [2] Walking sound when **IMAGE** [2] appears [3] Good luck sound/ right answer sound when IMAGE [4] Applause sound when **IMAGE** [3] is dragged over to **IMAGE** [2]	[1] **IMAGE** [2], [3] appears on the background scene. [2] **IMAGE** [4] is dragged over to **IMAGE** [5]. [3] **IMAGE** [4] appears on the background scene. [4] **OST (in word bubble)** [6] appears on the background scene. [5] **OST (in shape)** [7] appears on the background scene. [7] **IMAGE** [8] Button with **OST**: Continue: • User jumps forward from Scene 1.13 to Scene 1.14 when pressed.	

[7] **OST (in shape):** Because you decided to use a hair tie from the staff toiletries provided, you were on time for your first shift today. You followed protocol by pulling your hair back. None of your patrons canceled their reservations, and some actually made more today. Great work! [8] **IMAGE:** Button with **OST**: Continue			
1.14 Job Aid Visual Flyer			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Job Aid flyer appears with a server character in the middle on strategies to stay tidy regarding uniform. [2] **IMAGE:** Button with **OST**: Continue	[1] No audio present in this scene.	[1] **IMAGE** [2] Button with **OST**: Continue: ● User jumps forward from Scene 1.14 to Scene 1.15 when pressed.	
1.15 Transitioning Scenes Video			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Inside the restaurant [1.1]. [2] **IMAGE:** Main Character Server [1.3] appears inside of the restaurant	[1] Soft music playing in the background [1.1].	[1] User automatically jumps from Scene 1.15 to Scene 1.16 once the video plays through.	

[1.1] approaching an empty table with napkins/trash on the floor.			
	1.16 Question #2		**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Inside of the restaurant [1.1]. [2] **IMAGE:** Chef Hat Character Terra Misu in a circle/button style in a shape [1.5] in the right-hand corner. [4] **IMAGE:** Main Character Server appears [1.3] inside the restaurant [1.1] with empty table [1.15]. [5] **OST (in shape):** When you approach the first table you're serving, you notice that some of the scraps from napkins were not cleaned off of the floor. What should you do? **Choice A** (incorrect): Pick the napkin scraps up with your hands and place them in your pocket. When you have some down time, throw out the scraps. **Choice B** (correct): Quickly grab a broom out of the utility closet and clean up the napkin scraps.	[1] No audio present in this scene.	[1] If user selects **IMAGE** [2], they will automatically jump to Scene 1.17. [2] If user selects **OST (in shape)** [4] <u>Choice A</u>, they will automatically jump to Scene 1.18. [3] If user selects **OST (in shape)** [4] <u>Choice B</u>, they will automatically jump to Scene 1.20. [4] If user selects **OST (in shape)** [4] <u>Choice C</u>, they will automatically jump to Scene 1.19.	

Choice C (incorrect): Ignore the napkin scraps for now and wait until the patrons have left to clean up the table. They won't even notice!			

1.17 Question #2 - Mentor Character Selection			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of kitchen scene [1.4]. [2] **IMAGE:** Chef Hat Character Terra Misu [1.4] [3] **OST (in word bubble):** Hello there! Happy to help! Before your patrons sit down in your section, make sure the tables/chairs are clean and wiped down as well as the surrounding floor space. Never pick up anything with your bare hands, or if you do, make sure to wash them! [4] **IMAGE:** Button with **OST**: Return To Question	[1] "Boing!" [1.4] sound is heard when **IMAGE** [2] appears.	[1] **IMAGE** [2] drops/bounces into background image scene. [2] **OST (in word bubble)** [3] appears on the background image scene. [3] **IMAGE** [4] Return To Question ● User jumps back from Scene 1.17 to Scene 1.16 when pressed.	

1.18 Question #2 - Choice A Consequence (Incorrect)			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of outside of a restaurant [1.8] [2] **IMAGE:** Customers walking outside of a restaurant [1.11] with cell phones. [3] **IMAGE:** Zoom in cell phone with customized review: **OST (in text bubble):** I saw one of the servers pick up trash from the floor and put it into her pocket. She went out working her shift without washing her hands! I will definitely be hesitant to come back here again. [4] **IMAGE:** Zoomed out cell phone. [5] **OST (in shape):** Because you decided to pick up the napkin scraps and place them into your pockets without washing your hands, customers noticed and left a negative review of the restaurant. They canceled their future reservations. [6] **IMAGE:** Button with **OST**: Please Return To Question	[1] Bird sounds/city sounds when customers walking **IMAGE** [2] appears [1.11] [2] Suspense sound **IMAGE** [3] appears [1.11] [3] Bad luck sound/wrong answer sound **OST (in text bubble)** [3] appears [1.11] [4] Typing sound/typing out the review out **IMAGE** [4] appears [1.11]	[1] **IMAGE** [2] appears on the background scene. [2] **IMAGE** [3] is zoomed into to show a closer view of **OST (in text bubble)** [3]. [3] **IMAGE** [3] is zoomed out to minimize **OST (in text bubble)** [3] [4] **OST (in shape)** [5] appears on background scene. [5] **IMAGE** [6] Button with **OST**: Please Return To Question • User jumps back from Scene 1.18 to Scene 1.16 when pressed.	

1.19 Question #2 - Choice C Consequence (Incorrect)			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of outside of a restaurant [1.8] [2] **IMAGE:** Customers walking outside of a restaurant [1.11] with cell phones. [3] **IMAGE:** Zoom in cell phone with customized review: **OST (in text bubble):** A server completely ignored cleaning up napkin scraps from the floor of our area and still tried to seat us there. Thankfully we spoke up and were able to move. I will definitely be hesitant to come back here again. [4] **IMAGE:** Zoomed out cell phone. [5] **OST (in shape):** Because you left the napkin scraps on the floor, the patrons didn't feel comfortable sitting at the table when they arrived since it was dirty. They left a negative review of the restaurant and canceled their future reservations. [6] **IMAGE:** Button with **OST**: Please Return To Question	[1] Bird sounds/city sounds when customers walking **IMAGE** [2] appears [1.11] [2] Suspense sound **IMAGE** [3] appears [1.11] [3] Bad luck sound/wrong answer sound **OST (in text bubble)** [3] appears [1.11] [4] Typing sound/typing out the review out **IMAGE** [4] appears [1.11]	[1] **IMAGE** [2] appears on the background scene. [2] **IMAGE** [3] is zoomed into to show a closer view of **OST (in text bubble)** [3]. [3] **IMAGE** [3] is zoomed out to minimize **OST (in text bubble)** [3] [4] **OST (in shape)** [5] appears on background scene. [5] **IMAGE** [6] Button with **OST**: Please Return To Question • User jumps back from Scene 1.19 to Scene 1.16 when pressed.	

1.20 Question #2 - Choice B Consequence (Correct)			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of office space. [2]**IMAGE:** Elevator appears going up [3] **IMAGE:** Manager with a delighted look on her face. [4] **IMAGE:** Checklist with empty boxes [1.7] appears in the middle of the screen. [5] **IMAGE:** Checkmark gif [1.8] fills second box out of four boxes. [6] **OST (in word bubble):** Wow - you went and grabbed a broom that quickly to clean up that little mess? Thank you so much - you're a rockstar on your first day! [7] **OST (in shape):** Because you quickly cleaned up the mess with a broom without getting your own hands dirty, you followed protocol. None of the patrons canceled their reservations, and some actually made more today. Great work!	[1] Elevator sound when **IMAGE** [1] appears [2] Walking sound when **IMAGE** [2] appears [3] Good luck sound/ right answer sound when IMAGE [4] Applause sound when **IMAGE** [3] is dragged over to **IMAGE** [2]	[1] **IMAGE** [2], [3] appears on the background scene. [2] **IMAGE** [4] is dragged over to **IMAGE** [5]. [3] **IMAGE** [4] appears on the background scene. [4] **OST (in word bubble)** [6] appears on the background scene. [5] **OST (in shape)** [7] appears on the background scene. [7] **IMAGE** [8] Button with **OST**: Continue: ● User jumps forward from Scene 1.20 to Scene 1.21 when pressed.	

[8] **IMAGE:** Button with **OST**: Continue			
1.21 Transitioning Scenes Video			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of kitchen scene [1.3]. [2] **IMAGE:** Main Character Server [1.3] appears in the background of the kitchen scene [1.1] and accidentally cuts her finger on a knife.	[1] Soft music playing in the background [1.1].	[1] User automatically jumps from Scene 1.21 to Scene 1.22 once the video plays through.	
1.22 Question #3			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of kitchen scene [1.3]. [2] **IMAGE:** Chef Hat Character Terra Misu in a circle/button style in a shape [1.5] in the right-hand corner. [3] **IMAGE:** Main Character Server appears [1.3] inside the kitchen [1.3] with a cut on her finger from a knife [1.21]. [4] **OST (in shape):** When you are collecting your table's orders from the kitchen, one of the knives from a plate	[1] No audio present in this scene.	[1] If user selects **IMAGE** [2], they will automatically jump to Scene 1.23. [2] If user selects **OST (in shape)** [4] <u>Choice A</u>, they will automatically jump to Scene 1.26. [3] If user selects **OST (in shape)** [4] <u>Choice B</u>, they will automatically jump to Scene 1.24. [4] If user selects **OST (in shape)** [4] <u>Choice C</u>, they will automatically jump to Scene 1.25.	

cuts your fingers. You begin to bleed a little. What should you do?

Choice A (correct): Fetch the restaurant's first aid kit, treat your cut, and bandage it tightly. Remember to watch out next time!

Choice B (incorrect): Ignore the bleeding - it's only a little! Wipe the blood on your uniform and move on with your shift.

Choice C (incorrect): Notify the manager that you need to go home. The cut is small, but you don't want to contaminate anyone!

1.23 Question #3 - Mentor Character Selection			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of kitchen scene [1.4]. [2] **IMAGE:** Chef Hat Character Terra Misu [1.4] [3] **OST (in word bubble):** Hello there! Happy to help! Cuts and sores should be treated and covered immediately with waterproof bandages. There's no need to go home or to a doctor unless the cut is severe.	[1] "Boing!" [1.4] sound is heard when **IMAGE** [2] appears.	[1] **IMAGE** [2] drops/bounces into background image scene. [2] **OST (in word bubble)** [3] appears on the background image scene. [3] **IMAGE** [4] Return To Question ● User jumps back from Scene 1.23 to Scene 1.22 when pressed.	

[4] **IMAGE:** Button with **OST**: Return To Question			
1.24 Question #3 - Choice B Consequence (Incorrect)			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of outside of a restaurant [1.8] [2] **IMAGE:** Customers walking outside of a restaurant [1.11] with cell phones. [3] **IMAGE:** Zoom in cell phone with customized review: **OST (in text bubble):** The server we had for our table clearly had a cut on her finger she needed to bandage. Some of the blood was on her uniform. I will definitely be hesitant to come back here again. [4] **IMAGE:** Zoomed out cell phone. [5] **OST (in shape):** Because you did not tend to your cut properly, customers noticed and left a negative review of the restaurant. They canceled their future reservations. [6] **IMAGE:** Button with **OST**:	[1] Bird sounds/city sounds when customers walking **IMAGE** [2] appears [1.11] [2] Suspense sound **IMAGE** [3] appears [1.11] [3] Bad luck sound/wrong answer sound **OST (in text bubble)** [3] appears [1.11] [4] Typing sound/typing out the review out **IMAGE** [4] appears [1.11]	[1] **IMAGE** [2] appears on the background scene. [2] **IMAGE** [3] is zoomed into to show a closer view of **OST (in text bubble)** [3]. [3] **IMAGE** [3] is zoomed out to minimize **OST (in text bubble)** [3] [4] **OST (in shape)** [5] appears on background scene. [5] **IMAGE** [6] Button with **OST**: Please Return To Question ● User jumps back from Scene 1.24 to Scene 1.22 when pressed.	

Please Return To Question			
1.25 Question #3 - Choice C Consequence (Incorrect)			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of outside of a restaurant [1.8] [2] **IMAGE:** Customers walking outside of a restaurant [1.11] with cell phones. [3] **IMAGE:** Zoom in cell phone with customized review: **OST (in text bubble):** One of the servers left the restaurant after getting a tiny little scratch on her finger. As a result, the restaurant was very short-staffed and we had to wait a while for our food. I will definitely be hesitant to come back here again. [4] **IMAGE:** Zoomed out cell phone. [5] **OST (in shape):** Because you left the restaurant when you cut your finger, your shift was short-staffed and patrons had to wait extra time for their food. They left a negative review of the restaurant and canceled their future reservations.	[1] Bird sounds/city sounds when customers walking **IMAGE** [2] appears [1.11] [2] Suspense sound **IMAGE** [3] appears [1.11] [3] Bad luck sound/wrong answer sound **OST (in text bubble)** [3] appears [1.11] [4] Typing sound/typing out the review out **IMAGE** [4] appears [1.11]	[1] **IMAGE** [2] appears on the background scene. [2] **IMAGE** [3] is zoomed into to show a closer view of **OST (in text bubble)** [3]. [3] **IMAGE** [3] is zoomed out to minimize **OST (in text bubble)** [3] [4] **OST (in shape)** [5] appears on background scene. [5] **IMAGE** [6] Button with **OST**: Please Return To Question ● User jumps back from Scene 1.25 to Scene 1.22 when pressed.	

[6] **IMAGE:** Button with **OST**: Please Return To Question			
1.26 Question #3 - Choice A Consequence (Correct)			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of office space. [2]**IMAGE:** Elevator appears going up [3] **IMAGE:** Manager with a delighted look on her face. [4] **IMAGE:** Checklist with empty boxes [1.7] appears in the middle of the screen. [5] **IMAGE:** Checkmark gif [1.8] fills third box out of four boxes. [6] **OST (in word bubble):** I'm sorry you injured yourself! But, you took the initiative to treat and bandage yourself in a timely manner. Great work! [7] **OST (in shape):** Because you quickly treated and bandaged your cut, you avoided cross contaminating food and you followed protocol. None of	[1] Elevator sound when **IMAGE** [1] appears [2] Walking sound when **IMAGE** [2] appears [3] Good luck sound/ right answer sound when IMAGE [4] Applause sound when **IMAGE** [3] is dragged over to **IMAGE** [2]	[1] **IMAGE** [2], [3] appears on the background scene. [2] **IMAGE** [4] is dragged over to **IMAGE** [5]. [3] **IMAGE** [4] appears on the background scene. [4] **OST (in word bubble)** [6] appears on the background scene. [5] **OST (in shape)** [7] appears on the background scene. [7] **IMAGE** [8] Button with **OST**: Continue: ● User jumps forward from Scene 1.26 to Scene 1.27 when pressed.	

the patrons canceled their reservations, and some actually made more today. Great work!

[8] **IMAGE:** Button with **OST**: Continue

1.27 Transitioning Scenes Video			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Inside the restaurant [1.1]. [2] **IMAGE:** Main Character Server [1.3] appears inside of the restaurant [1.1] approaching a table of patrons with their drinks and looks confused when not knowing how to serve them.	[1] Soft music playing in the background [1.1].	[1] User automatically jumps from Scene 1.27 to Scene 1.28 once the video plays through.	
1.28 Question #4			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Inside the restaurant [1.1]. [2] **IMAGE:** Chef Hat Character Terra Misu in a circle/button style in a shape [1.5] in the right-hand corner. [3] **IMAGE:** Main Character Server appears [1.3] inside the restaurant	[1] No audio present in this scene.	[1] If user selects **IMAGE** [2], they will automatically jump to Scene 1.29. [2] If user selects **OST (in shape)** [4] <u>Choice A</u>, they will automatically jump to Scene 1.30. [3] If user selects **OST (in shape)** [4] <u>Choice B</u>, they will automatically jump to Scene 1.31 .	

Visual Prompt(s)	Audio Prompt(s)	Programming Prompt(s)	
[1.1] and background a table of patrons with their drinks [4.1].

[4] **OST (in shape):** When you are distributing the patron's drinks, you forget which way to serve the glasses. What should you do?

Choice A (incorrect): Carry the glass by its rim. This ensures that you have the most hold on it.

Choice B (incorrect): Quickly carry the drinks back to the kitchen and ask your manager for a refresher.

Choice C (correct): Carry the glass or cup by the base or handle. At least your hands are as far away from the rim of the glass as possible! | | [4] If user selects **OST (in shape)** [4] <u>Choice C</u>, they will automatically jump to Scene 1.32. | |

Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of kitchen scene [1.4].

[2] **IMAGE:** Chef Hat Character Terra Misu [1.4]

[3] **OST (in word bubble):** Hello there! Happy to help! Carry glasses or | [1] "Boing!" [1.4] sound is heard when **IMAGE** [2] appears. | [1] **IMAGE** [2] drops/bounces into background image scene.

[2] **OST (in word bubble)** [3] appears on the background image scene.

[3] **IMAGE** [4] Return To Question | |

cups by the base or handle. Don't worry about asking your manager - the rule of thumb is to always distance your hand from the rim of the glass as much as possible. [4] **IMAGE:** Button with **OST**: Return To Question		● User jumps back from Scene 1.29 to Scene 1.28 when pressed.	

1.30 Question #4 - Choice A Consequence (Incorrect)			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of outside of a restaurant [1.8] [2] **IMAGE:** Customers walking outside of a restaurant [1.11] with cell phones. [3] **IMAGE:** Zoom in cell phone with customized review: **OST (in text bubble):** The server for our table carried our glasses by their rims. So gross! I will definitely be hesitant to come back here again. [4] **IMAGE:** Zoomed out cell phone. [5] **OST (in shape):** Because you carried the glasses by their rims and not by their bases, customers noticed	[1] Bird sounds/city sounds when customers walking **IMAGE** [2] appears [1.11] [2] Suspense sound **IMAGE** [3] appears [1.11] [3] Bad luck sound/wrong answer sound **OST (in text bubble)** [3] appears [1.11] [4] Typing sound/typing out the review out **IMAGE** [4] appears [1.11]	[1] **IMAGE** [2] appears on the background scene. [2] **IMAGE** [3] is zoomed into to show a closer view of **OST (in text bubble)** [3]. [3] **IMAGE** [3] is zoomed out to minimize **OST (in text bubble)** [3] [4] **OST (in shape)** [5] appears on background scene. [5] **IMAGE** [6] Button with **OST**: Please Return To Question ● User jumps back from Scene 1.30 to Scene 1.28 when pressed.	

and left a negative review of the restaurant. They canceled their future reservations. [6] **IMAGE:** Button with **OST**: Please Return To Question			
1.31 Question #4 - Choice B Consequence (Incorrect)			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of outside of a restaurant [1.8] [2] **IMAGE:** Customers walking outside of a restaurant [1.11] with cell phones. [3] **IMAGE:** Zoom in cell phone with customized review: **OST (in text bubble):** One of the servers went to serve us our drinks but then quickly left to go back in the kitchen with them. The server didn't come out for a while after that. I will definitely be hesitant to come back here again. [4] **IMAGE:** Zoomed out cell phone. [5] **OST (in shape):** Because you left your table to go back into the kitchen to ask your manager for advice on how to hold the glasses, your patrons	[1] Bird sounds/city sounds when customers walking **IMAGE** [2] appears [1.11] [2] Suspense sound **IMAGE** [3] appears [1.11] [3] Bad luck sound/wrong answer sound **OST (in text bubble)** [3] appears [1.11] [4] Typing sound/typing out the review out **IMAGE** [4] appears [1.11]	[1] **IMAGE** [2] appears on the background scene. [2] **IMAGE** [3] is zoomed into to show a closer view of **OST (in text bubble)** [3]. [3] **IMAGE** [3] is zoomed out to minimize **OST (in text bubble)** [3] [4] **OST (in shape)** [5] appears on background scene. [5] **IMAGE** [6] Button with **OST**: Please Return To Question • User jumps back from Scene 1.31 to Scene 1.28 when pressed.	

Visual Prompt(s)	Audio Prompt(s)	Programming Prompt(s)	NOTES (Client/SME Roles)

had to wait even more for their drinks. They left a negative review of the restaurant and canceled their future reservations.

[6] **IMAGE:** Button with **OST**: Please Return To Question

1.32 Question #4 - Choice C Consequence (Correct)			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of office space. [2]**IMAGE:** Elevator appears going up [3] **IMAGE:** Manager with a delighted look on her face. [4] **IMAGE:** Checklist with empty boxes [1.7] appears in the middle of the screen. [5] **IMAGE:** Checkmark gif [1.8] fills four box out of four boxes. [6] **OST (in word bubble):** Great work! I saw how you held those glasses by the base instead of the rims. You've demonstrated a veteran skill on your first day here!	[1] Elevator sound when **IMAGE** [1] appears [2] Walking sound when **IMAGE** [2] appears [3] Good luck sound/ right answer sound when IMAGE [4] Applause sound when **IMAGE** [3] is dragged over to **IMAGE** [2]	[1] **IMAGE** [2], [3] appears on the background scene. [2] **IMAGE** [4] is dragged over to **IMAGE** [5]. [3] **IMAGE** [4] appears on the background scene. [4] **OST (in word bubble)** [6] appears on the background scene. [5] **OST (in shape)** [7] appears on the background scene. [7] **IMAGE** [8] Button with **OST**: Continue: User jumps forward from Scene 1.32 to Scene 1.33 when pressed.	

[7] **OST (in shape):** Because you went with your gut and held the glasses by their base, distancing your hands as much as possible from the rims of the glasses, you followed protocol. None of the patrons canceled their reservations, and some actually made more today. Great work! [8] **IMAGE:** Button with **OST**: Continue			
1.33 Mentor Character "To Do" Hygiene Checklist Complete			**NOTES (Client/SME Roles)**
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Background of kitchen scene [1.3]. [2] **IMAGE:** Chef Hat Character Terra Misu [1.4] [3] **IMAGE:** Checklist with four boxes checkmaked of four [1.32] on a clipboard appears in the middle of the screen. [3] **OST (in word bubble):** Great work on your first shift! You were able to earn all four of your check marks on your Hygiene "To Do" List! [4] **IMAGE:** Button with **OST**:	[1] "Boing!" [1.3] sound is heard when **IMAGE** [2] appears.	[1] **IMAGE** [2] drops/bounces into background image scene. [2] **OST (in word bubble)** [3] appears on the background image scene. [3] **IMAGE** [4] Navigation Button with **OST** Continue ● User jumps from Scene 1.33 to Scene 1.34 when pressed.	

Continue

1.34 End Scene Transitioning Scenes Video			NOTES (Client/SME Roles)
Visual Prompt(s)	**Audio Prompt(s)**	**Programming Prompt(s)**	**Please Write Below:**
[1] **IMAGE:** Main Character Server [1.3] walking out with Manager [2] **IMAGE:** Main Character Server [1.3] walking out of restaurant at night/driving home from city [3] **IMAGE:** Main Character Server [1.3] getting out of car/arriving home [4] **IMAGE:** Main Character Server [1.3] waving with Manager, Chef Hat Terra Misu, 2 Customers [5] **IMAGE:** Certificate shows	[1] Soft music playing in the background [1.1].	[1] User automatically ends the course.	