Coffee Shop Upsell Trap?

eslvideo.com Quiz by: rmdcb

1. What does the customer want to order?

○ a.) A medium latte

○ b.) A small coffee

○ c.) A large tea

2. What does the barista suggest to add to the latte?

○ a.) Chocolate syrup

○ b.) Almond milk and vanilla syrup

○ c.) Whipped cream

3. How much does the latte cost?

○ a.) $6.50

○ b.) $9

○ c.) $7.50

4. How much does almond milk cost extra?

○ a.) $1

○ b.) $1.50

○ c.) $2

5. What does the customer think about the extra charges?

○ a.) They are fair

○ b.) They are misleading

○ c.) They are cheap

6. What does the customer decide to do?

○ a.) Keep the add-ons

○ b.) Cancel the add-ons

○ c.) Order a different drink

7. What is the new total after canceling the add-ons?

○ a.) $9

○ b.) $6.50

○ c.) $8

8. What does the barista say about add-ons?

○ a.) They are free

○ b.) They always cost extra

○ c.) They are optional

9. What does the customer feel about the situation?

○ a.) Happy

○ b.) Confused

○ c.) Misled

10. What does the video ask viewers to do?

○ a.) Share their experience

○ b.) Order a coffee

○ c.) Leave a tip

Transcript

Hi. What can I get for you today? Hi. I'll have a medium latte, please. Great. Would you like to try it with almond milk and our new vanilla syrup? It is very popular today. Oh, that sounds nice. Yes, I will try it. Perfect. That will be $9, please. Wait. $9? Why is it so expensive? The base latte is $6.50. Almond milk is an extra $1.50, and the syrup is $1. But you offered them to me without mentioning the extra charge. I thought it was a free promotion. I'm sorry, ma'am. Add-ons always cost extra. It is our policy. Well, that is very misleading. I am not paying $9 for this. So, what do you want to do? Please cancel the add-ons. Just make a regular latte. Fine. Your new total is $6.50. Thank you. Has a barista or waiter ever tricked you like this? Yes, I paid extra, or no, I always check. Tell us in the comments. Follow for more.