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| HFT3593Consumer Behavior in Entertainment |  |  |
| When a guest complains about the entertainment, the best diversion is surprisingly \_\_\_\_\_\_. | The latest trend in entertainment hospitality is the controversial inclusion of \_\_\_\_\_\_. | What's the real secret to keeping entertainment venues packed every weekend? Undoubtedly, it's \_\_\_\_\_\_. |
| During a major event, the most unexpected guest request involved \_\_\_\_\_\_. | To improve guest satisfaction, our venue decided to introduce \_\_\_\_\_\_. | The most bizarre piece of feedback from last night’s event was a request for more \_\_\_\_\_\_. |
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| When training new staff on handling eccentric guests, always prepare them for \_\_\_\_\_\_. | The one thing you should never do when managing a celebrity event is \_\_\_\_\_\_. | What did the customer survey suggest as the most memorable part of their experience? It was definitely \_\_\_\_\_\_. |
| In an attempt to cater to everyone, our event mistakenly featured \_\_\_\_\_\_. |  |  |
| Karaoke led by the finance department | A VR roller coaster that’s actually just office chairs on wheels | Complimentary earplugs with every ticket |
| An escape room with no escape | Mime artists doubling as waiters | Autotuned announcements |
| DIY popcorn stations | Impromptu magic shows in the lobby | Glow-in-the-dark cocktails |
| Pop-up opera in the parking lot | Flash mob dance breaks | Celebrity look-alike contests |
| Selfie booths with historical figures | Bingo with absurdly obscure pop culture references | Petting zoos featuring plush animals |
| Unexpected musical performances in elevators | Theme nights inspired by obscure holidays | Mystery dinner theatres with amateur actors |
| VIP lounges that turn out to be just a cordoned-off corner | Dessert buffets that only serve variations of chocolate | 3D movie screenings without the 3D glasses |
| Surprise water balloon fights | Wi-Fi passwords that are mini riddles | Waitstaff on roller skates |
| Talent shows featuring the guests | Psychic readings by the coat check staff | Interactive historical reenactments |
| Nap rooms with thematic soundtracks | A treasure hunt for drink coupons | Sing-along sessions for every genre |