



Topic Area

Communication
Customer Service
Listening
Problem Solving
Speaking Effectively

Sample [Movie Clip from 101 Movie Clips](#) that Teach and Train by Becky Pike Pluth

Movie Title

Little Miss Sunshine

Distributed by

Fox Searchlight Pictures,
2006 Rating G

Plot Summary

Little Olive Hoover dreams of winning the Little Miss Sunshine contest. Unable to afford other travel, her entire dysfunctional family piles into their Volkswagen mini-bus, along with their neuroses and problems, and begin their road trip to the contest. Along the way, they encounter several set-backs but eventually make it to Redondo Beach where Olive is able to participant in the contest.

Description of the Scene

The Hoovers have rushed Richard's father, heroin-snorting Edwin, to the hospital because he didn't wake up that morning. The doctor is about to enter the scene to share the news with the family that Edwin has passed away.

Start Time: 52.40

End Time: 55.25





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Discussion Questions

- Did the doctor use good communication and customer service with the Hoovers ? Why or why not?
- Would you have wanted Linda as your bereavement co-ordinator? Why or why not?
- What did Linda do that was appropriate? Inappropriate?
- Did Linda listen to Richard ? Why or why not?
- Did Linda use active listening skills ? If so, what were they? If not, what was missing ?
- How was Richard attempting to solve a problem? Were his solutions viable?
- Is it important to have empathy and good listening skills in customer service roles? Explain.
- What does "good" customer service look like?
 - What can you do to practice good listening?
 - What can you do to regularly give the best customer service?

From 101 Movie Clips by Becky Pike Pluth

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