

B and B, the challenge: video C

Nathalie: "Would you like to play a game with me? If you had a client who complained all the time, who was unpleasant, who would not wake up in the mornings, what would you do?"

Alix: "Oh right yes...so for a guest that would not get up in the morning or who tells me...to wake them up I'd put on music at top volume so that everybody would have to appreciate it! There you go! And if he was unpleasant, I would turn on my charm and put on a big smile so he would have to understand that it was time to relax, that's what I'd do...it does happen!"

Nathalie: "What kind of music would you put on?"

Alix: "I'd put on ..er ..Ave Maria, Ave Maria very loudly which everybody likes and then music...the Beatles...or lots of piano, lots of piano."