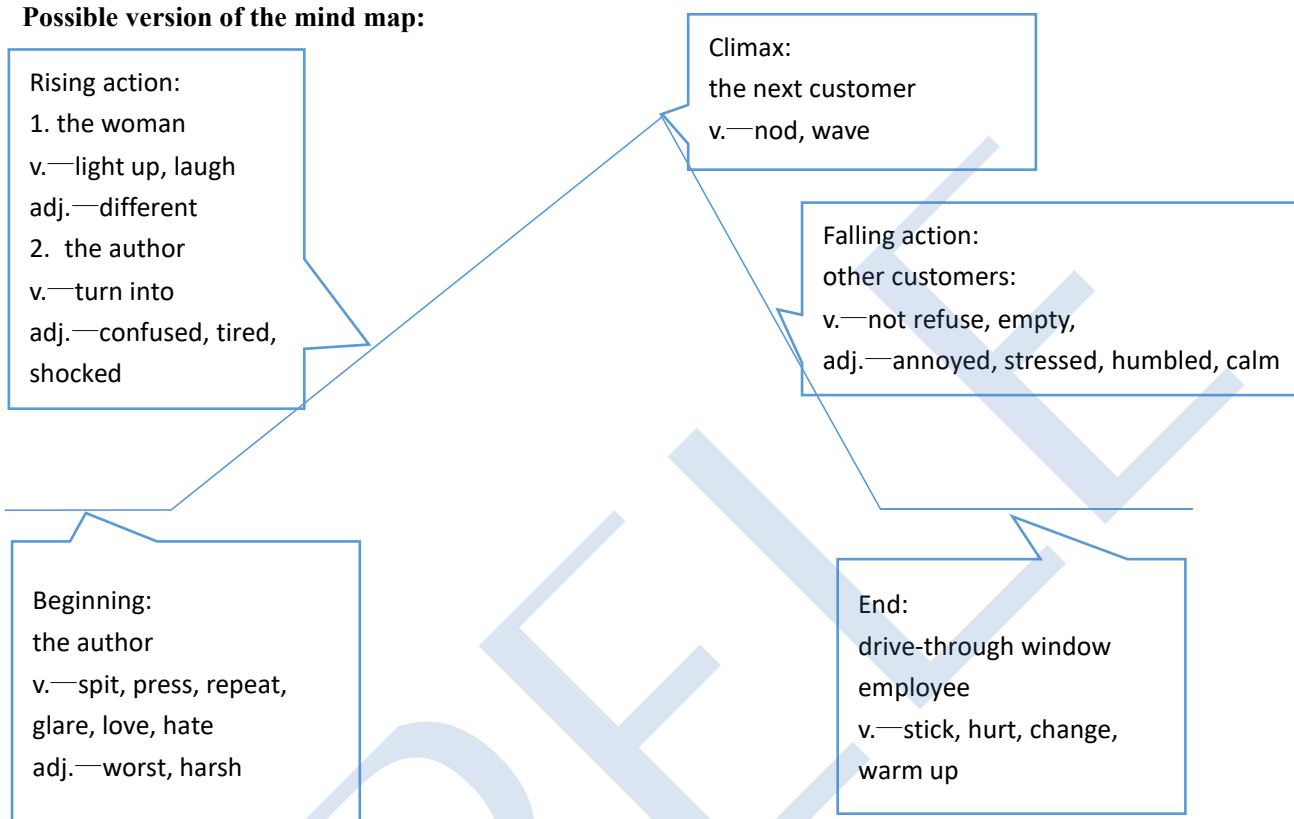


Possible version of the mind map:



Beginning:
As a fast-food employee, the author used to hate the drive-through window because of the poor working conditions.

Rising action:
On a freezing Tuesday afternoon, the author was shocked by a lady's random act of kindness, paying the drinks forward for the next customer.

Climax:
The next customer, surprised and delighted, decided to pay for the next order.

Falling action:
The trend continued throughout the entire rush hour. Customers honked and waved their gratitude when driving off.

End:
The drive-through window was warmed up by the random acts of kindness.