

Deal With It.

Buffet Restaurant Customer Service Training Module Sample

Issues

Common Situations.

A person has really mounded the food on her plate. She is asking for a bag to take home her left-overs. What do you say to her request?

Sample
Game
Cards

(Shown
smaller than
Actual size)

A Few Unexpected Situations.

A guest went to the rest room for quite some time. Upon returning to his table, his remaining meal had been removed and the table was cleaned. He is requesting a replacement meal. What do you say and to whom?

Sales Opportunities.

A person calls to ask if you take group reservations. What additional information might you provide to this person?

Difficult to Handle Situations.

Two men are in the buffet line, both wanting the last slice of roast beef. You'll have more ready in about five to ten minutes. What do you do now and what do you say to the childish men in the meantime?

Dealing with Human Motives.

You serve some "all you can eat" meals. You notice three college-age men are passing around a single plate of ribs. How do you handle the "Bar B Q Gang"?

Guest Embarrassment.

A customer is requesting another glass of iced-tea. It seems that this young man opened and dumped three packages of dry non-dairy creamer into his drink instead of sugar. Will you give him another iced-tea, and do you say anything?

Standard Operating Procedures.

During a busy shift, your servers are telling you that many of the guests are saying that the French-fries taste different today. What should you do?

Correcting Errors?

A guest has requested another entree claiming that the first entree was too salty. The chef assures you that no salt is added to the entree. What do you think ought to be done or said?