

DealWithIt.

Mexican Restaurant Customer Service Training Sample

Issues

Common Situations.

A guest is complaining that your service is terribly slow. You know that the delay was caused by a large group's many complicated requests. How do you respond to this guest?

Sample
Game
Cards

(Shown
smaller than
Actual size)

A Few Unexpected Situations.

You serve tables. After writing down an order, you repeat it back to the patron. When you serve the plate to one guest, he says that you have the incorrect entree. Your memory is confirmed by the written order. How do you handle this complaint?

Sales Opportunities.

A guest wants to order an entree that is not on your menu. You realize that she is ordering an item heavily advertised by the restaurant down the street. What do you tell this guest?

Difficult to Handle Situations.

You are a manager in a busy restaurant during the lunch hour rush. A guest has been sitting at a booth for nearly an hour, refusing your waitress' request for an order. This guest tells you that he is not waiting for anyone. What do you tell this guest?

Policy Issues.

A customer has requested a second order claiming that the "crispy taco" is soggy. The shell seems fine and up to company standards. What do you think ought to be done or said?

Guest Embarrassment.

A woman tried to pay for her meal with a credit card and it was rejected on three occasions. She says she does not have a checkbook nor any cash. She nervously laughs and comments that she could wash dishes. What do you say or do?

Standard Operating Procedures.

An elderly woman has come into your restaurant alone. She has placed an order from the children's menu. Your menu says the children's menu is for those less than ten years of age. Do you fill this order as usual?

Correcting Errors.

A customer is quite angry. She ordered her taco salad and requested that her dressing be put 'on the side.' You look down and see a sea of dressing. What will you say or do to smooth her feelings?