



Pizza Delivery Service Operations Training Sample

Issues

Setting the Tone.

When it comes to delivery, which of these, if either, plays a more important role in satisfying our guests with excellent service?

- 1) The person taking the phone order.
- 2) The delivery driver.

Sample
Game
Cards

(Shown
smaller than
Actual size)

Operational Planning .

Is there an occasion where it would be wise to call a guest back and confirm an order?
If yes, name one occasion.

Reducing Errors.

You pull up to a house to make a delivery. Name one thing to do before you get out of your vehicle and complete your delivery.

Delivery Basics.

You cannot seem to find a house for a delivery.
What do you do?

Basic Phone Skills.

What must you do before putting a guest on hold, and why?

Projecting a Positive Image.

Explain how a guest might make assumptions about a company based upon how an employee wears their uniform.

Practical Issues.

You are in the middle of a very busy Friday evening.
Should you save time by talking a little faster when speaking with guests who call in orders?

Looking for Opportunities.

A guest is calling in a delivery order for a large pepperoni pizza. What do you suggest as an add-on sale item?
How do you word this suggestion?