

DealWithIt.

Pizza 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.

After writing down an order, you repeat it back to the patron. When you bring the pizza to one guest, he says that you have brought the incorrect toppings. Your memory is confirmed by the written order. How do you handle this complaint?

Sales Opportunities.

A guest wants to order a specialty pizza 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?

Dealing with Human Motives.

You serve tables with some "all you can eat" meals. You notice three college-age men are passing around a single plate of pizza slices. How do you handle the "Pepperoni Pig Gang"?

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.

A guest calls and orders a large with anchovies, pineapple and hot peppers, for delivery. You have cooked the pizza and have just sent out the delivery driver. The guest is now calling to cancel this order. What do you say?

Correcting Errors.

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