



Quick-Service Chicken Restaurant Customer Service Training Sample

Issues

Common Situations.

Which would be worse for a drive-through customer?
1) Putting in the wrong flavored soft drink.
2) Forgetting to include the soft drink.

Sample
Game
Cards

(Shown
smaller than
Actual size)

A Few Policy Issues.

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

Criminal Implications.

Every afternoon in which you work, a man in a jogging suit comes in and takes a handful of condiment packages, without purchasing a thing. What do you say to this man?

Difficult to Handle Situations.

A young man has mumbled three times what he wants to order. The lines are growing and this man’s tone of voice is getting gruff. What is your next step for this customer?

Dealing with Human Motives.

Name one reason more customers do not place special orders when frequenting a fast-food restaurant.

Guest Embarrassment.

Every few days an auto mechanic comes in to eat lunch. Unfortunately, he always comes in covered in filth. It is not only distracting to other customers, but his leaving requires some serious cleanup. What do you say to Mr. Pigpen?

Unusual Situations.

It is a hot summer day and you are working the drive-through. Right in the middle of the long lunch hour line you notice a motor home has over-heated and is blocking the line. What do you do?

Correcting Errors.

A customer has returned and is quite angry. She ordered white meat only. You look in the open box and see a thigh with a bite missing. What will you say or do to smooth her feelings?