



## Quick-Service Coffee Shop Customer Service Training Sample

Issues

*Common Situations.*

Which would be worse for a customer?  
1) Including the wrong flavored drink.  
2) Forgetting to include the drink.

Sample  
Game  
Cards

(Shown  
smaller than  
Actual size)

*A Few Policy Issues.*

How long is too long between placing and serving a patron his or her order?

***“Out of the Blue.”***

A customer is complaining that the food and drinks presented never look as appetizing as in the commercials and posters. What is your response?

*Difficult to Handle Situations.*

A 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 quick-service restaurant.

*Guest Embarrassment.*

Almost every day an auto mechanic comes in to for his mid-morning coffee. 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?

*A Few Sales Opportunities.*

You are taking orders during a busy time. A customer wants to order an drink 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 customer?