



Quick-Service Hamburger 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 the Actual
3 1/8" by 2 1/4" size)

A Few Policy Issues.

A customer is complaining that the bun and crown of his burger are flat. He says, "It looks like someone sat on his burger." What do you think should be done or said after hearing this complaint?

Health or Criminal Implications?

While dumping the trash, you catch a man in the dumpster. What do you say to this man?

Difficult to Handle Situations.

A woman has parked her car in the drive thru. She just did this to protest that a server would not refund her the entire price of a meal already eaten. It seems she was charged for a large order if fries when a small was given to her. The server already offered to refund her the entire price for the fries. What do you do now?

Dealing with Human Motives.

Name the top reason more customers do not order "Value" or "Combo" meals.

Guest Embarrassment.

A customer just tripped and dropped his tray. His entire meal is all over the floor. What do you say and do to help this customer?

Unusual Situations.

A customer enters the restaurant with a guide-dog. The woman may be blind, but you are uncertain. What do you do?

Correcting Errors.

A customer is very angry. She ordered her sandwich with no pickles, because she says the smell of them make her nauseous. You clearly see pickle slices stuck to the bun. What will you do to make this right?