



Quick-Service Sandwich 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?

Sales Opportunities.

A customer wants to order an entree 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?

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 her sandwich and requested that her onions be put ‘on the side.’ You look where she has taken a bite and see a slice of onion hanging. What will you say or do to smooth her feelings?