

**Deal With It.**

# Quick-Service Seafood Restaurant Customer Service Training Sample

Issues

*Common Situations.*

Which would be worse for a take-out 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 cod” sandwich is soggy. The fish 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 by 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 quick-service 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. Right in the middle of the long lunch hour you notice a motor home has over-heated and is blocking the driveway. What do you do?

*A Few Sales Opportunities.*

You are taking orders during a busy time. 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 customer?