



RESTAURANT

course offerings

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RESTAURANTS

QUICK SERVE RESTAURNATS	COURSE DESCRIPTION
Alternate Suggestion	<i>Learn how to handle a request for an item that is no longer available. Understanding your menu is important to offer an alternative suggestion in order to create a positive guest experience.</i>
Delayed Greeting	<i>All guests should be greeted immediately as they approach the counter. Understand the importance of greeting guests in all situations; especially during peak hours.</i>
Guest Compliment	<i>Compliments should be taken just as seriously as complaints. Learn how to accept a guest compliment and celebrate with your team members.</i>
Inappropriate Team Member Behavior	<i>Every guest should be treated with respect and have a great restaurant experience. Learn how to handle a complaint from a guest regarding inappropriate team member behavior.</i>
Incomplete Order in the Dining Room	<i>Learn how to quickly and effectively handle a guest with an incomplete order.</i>
Incorrect Order from the Drive-Thru	<i>Learn how to quickly and effectively handle an incorrect order from a drive-thru guest.</i>
Long Wait for Order	<i>Learn how to address and handle a complaint about the length of service.</i>
Request to Clean Tables	<i>Learn how to effectively handle a complaint regarding a dirty dining room.</i>
Restroom Restock	<i>Learn how to properly address a guest complaint regarding the restroom.</i>



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Table Touches	<i>A memorable restaurant experience happens when you are able to be proactive with your guest service. Learn how to effectively perform table touches in order to anticipate needs and get valuable feedback from guests.</i>
Upselling	<i>Upselling is important to help ensure a great guest experience. Upselling is effective when you have high confidence. Learn how to use your knowledge of the menu to successfully suggest enhancements or add-ons to every guest order.</i>
Working with Third-Party Delivery Services	<i>Third-Party orders are just as important as any other guest order. Learn how to efficiently prepare and communicate with third-party delivery services to ensure a seamless pick-up order.</i>

