

HIDEAWAY PIZZA.

Tell-Show-Do-Review

Cash/Curbside Situational topics to discuss:

- Not enough change in drawer – big bills, \$5 = \$100, \$1 = 25
- Counterfeit money and when to use pen – every \$50 & \$100, anything that ‘feels’ or looks different
- How to handle complaints – let a manager know ASAP
- Checking pizzas – verify food is correct before initialing – big importance of menu knowledge
- Guest goes to bar while waiting on order – how to communicate w/bartenders
- To-go orders for dine in guests – how to communicate w/servers
- To-go salads in fridge, IC or pie in freezer – don’t forget – highlighter/circling on tickets
- Bagging up items – styrofoam boxes, extra sauces - get this done ahead of time.
- Incorrect order and what to do with mistake food – give to guest
- Give soft drinks to guest who called in an order & have to wait for it to be completed, use styrofoam cups unless they purchase a drink.
- Paid to-go for pick up hours later – ready at time
- Payment with check
- Guest want to make a delivery order – we may offer catering later, but not at the opening
- Opening doors/carrying out food for guests
- How to count change back to the guest/servers
 - a. Use play money to make change – different scenarios
- To-go order decides to dine-in
- You are entering an order and a guest pulls in &/or phone rings...
- You’re about to go outside to greet a guest & the phone rings
- You’ve already greeted an arrived guest, are back inside processing their payment, and the phone rings...
- You’re on the phone and a car pulls in...
- 2 cars pull in at the same time; while you’re outside greeting them, a 3rd car pulls in...
- You gave a waiting guest a quote time for their food (which you got from the AKM); it is now several minutes past that...
- It’s raining, and you have 2 pizzas, 1 FM, 2 salads, a 2LTR to take out to a waiting guest...
- You’ve taken an order for ‘Linda’ and entered the car description, but when the car pulls in, a man immediately gets out & walks inside and says he is here to pick up the order for ‘Linda’