



## Common Menu Issues

Most issues can be avoided by asking clarifying questions, repeating the order to the guest, & Reviewing the order before servicing it

### Pizzas:

- Thin vs. Hand – know the difference & be able to describe both
- On The Bench Pies – our most popular OTB pizzas have buttons, if not- you will ring in as a BYO & special prep the pizza name.
- Gluten Free & GF menu items – GF crust is 10” size only, all toppings are gluten free except for MB. Caps are the only GF appetizer.
- Guest orders Chic Alf – pasta, BYO pizza, or Paradise Pie? Ask them to clarify!
- Meat Lovers – Big Country
- Supreme – ATW
- BBQ chic vs. DBBQC – if guest orders a “BBQ Chicken” pizza, ask if they want DBBQC or a BYO Chic on BBQ
- Hawaiian vs. Maui – if guest orders a “Hawaiian,” let them know what our Maui has on it. If the wish to omit a topping, ring as BYO (ex: CB & Pine, not Maui No Man).
- White sauce vs. light sauce – repeat the order, saying “alfredo,” not white sauce
- ½ & ½ vs. whole – halves built separately – no whole, then half this & half that. This is confusing on BOH tickets and usually results in pizzas being made incorrectly (ex: ½ P ½ P, Jal NOT Whole P, ½ add Jal).
- Original crust – don’t assume they mean HToss, ask the guest “hand-tossed or thin?” and be prepared to describe both.
- w/make – item needs to come out the same time as something on makeside
- Vegan guests wanting to bring in their own cheese – this is okay, bag should be unopened

### Starters:

- No substitutions on the 50/50
- When a guest orders ‘mushrooms’ as an appetizer – ask “fried or baked?”

### Misc:

- Discounts – police: 50% in uniform, employees: 50% up to \$25, military: 10% w/ID or in uniform. Lunch discount (\$3 off pizza, \$2 off pasta, \$1 off salad).
- w/sand – item needs to come out the same time as something on sandside
- Guest allergies – take seriously, never assume, ask a manager, or check the label on original products
- Lemonade Pie – made in a kitchen with peanuts & gluten
- Sweetzas – do not contain nuts, but are made in a facility with peanuts

### Bar:

- Margaritas, Bloody Mary’s, etc.- ask if they would like salt, it is default on Margaritas and Bloody Mary’s to come with salt.

**Review, Review, Review your orders before sending to BOH – stop the mistake before it happens!**