

HIDEAWAY PIZZA®

MOCK PHONE CALLS with Curbside

Phone Call # 1- Menu Knowledge

- Ring...Ring...team member picks up the phone with a smile in their voice.
- TEAM MEMBER: Thank you for calling The Hideaway in/on _____, this is ____, how may I help you?
- GUEST: I need to place a pick-up order.
- TEAM MEMBER: Okay, can I start with your phone number please?
- GUEST: 479-235-7622
- TEAM MEMBER: Great, can I get your full name for the order?
- GUEST: Richard Dermer
- TEAM MEMBER: “Are you familiar with our Curbside Service?”
- GUEST: No
- TEAM MEMBER: “We offer a curbside service; you place your order. When you arrive, make sure to park in the designated places on the _____ side of the building between us & _____. This helps us know that you have arrived & we will bring everything to you. There is no need to exit your vehicle.”
- GUEST: That sounds great!
- TEAM MEMBER: “Okay, if I could get the Make, Model, and Color of the vehicle picking up the order please.”
- GUEST: Chrysler 300, black
- TEAM MEMBER: Okay, Richard, what can I get for you today?
- GUEST: How much does a large pizza feed?
- TEAM MEMBER: A large pizza is cut into 10 slices, it can feed 3-5 adults.
- GUEST: Great, I would like a large Pepperoni.
- TEAM MEMBER: Awesome! Would you like that on Hand tossed or Thin crust? And have you ever tried our famous Fried Mushrooms?
- GUEST: Hand tossed & yes, I have. They were scrumptious; I will take some today with Ranch!
- TEAM MEMBER: Awesome! I have a large Hand tossed Pepperoni & an order of fried mushrooms with Ranch. Your total will be \$_____ and that will be ready for pick-up in _____ mins. Thank you for your order, it was a pleasure helping you today.
- Hang up phone and send the order

Phone Call # 2- Up sell our guest

- Ring...Ring...team member picks up the phone with a smile in their voice.
- TEAM MEMBER: Thank you for calling The Hideaway in/on _____, this is ____, how may I help you?
- GUEST: Can I place a pick-up order?
- TEAM MEMBER: Okay, can I start with your phone number please?
- GUEST: 479-983-2622
- TEAM MEMBER: Great, can I get your full name for the order?
- GUEST: Janie Harris
- TEAM MEMBER: “Are you familiar with our Curbside Service?”
- GUEST: No

- **TEAM MEMBER:** “We offer a curbside service; you place your order. When you arrive, make sure to park in the designated places on the _____ side of the building between us & _____. This helps us know that you have arrived & we will bring everything to you. There is no need to exit your vehicle.”
- **GUEST:** That sounds great!
- **TEAM MEMBER:** “Okay, if I could get the Make, Model, and Color of the vehicle picking up the order please.”
- **GUEST:** Toyota, SUV, blue
- **TEAM MEMBER:** Okay, Janie, what can I get for you today?
- **GUEST:** I want a large pepperoni, sausage, green pepper and onion
- **TEAM MEMBER:** Have you ever tried the ATW before? It has all of that plus mushrooms and black olives. It’s one of our top sellers!
- **GUEST:** Okay, I will try it!
- **TEAM MEMBER:** Would you like that on the Hand tossed or Thin crust? And how about an order of yummy fried cheese sticks or 2-liter of Pepsi to go with that?
- **GUEST:** Hand tossed. Yes, I will take a 2-liter of Pepsi; can you also provide me three plates?
- **TEAM MEMBER:** Yes! So, I have a large Hand tossed ATW and a 2-liter of Pepsi your total is \$_____ and that will be ready for pick-up in _____ mins. Thank you for your order, it was a pleasure helping you today.
- Hang up phone and add a ‘special prep’ about needing plates, then send the order.

Phone Call # 3- Up sell our guest

- Ring...Ring...team member picks up the phone with a smile in their voice.
- **TEAM MEMBER:** “Thank you for calling The Hideaway in/on _____, this is _____, how may I help you?”
- **GUEST:** I need to place a pick-up order.
- **TEAM MEMBER:** “Awesome, can I start with your phone number please?”
- **GUEST:** 501-765-8844
- **TEAM MEMBER:** “Great, can I get your full name for the order?”
- **GUEST:** Tim Amberson
- **TEAM MEMBER:** “Are you familiar with our Curbside Service?”
- **GUEST:** Yes
- **TEAM MEMBER:** “Great, can I get the Make, Model, and Color of the vehicle picking up the order please.”
- **GUEST:** Black Buick Sedan
- **TEAM MEMBER:** “Okay, Tim what can I get for you today?”
- **GUEST:** I want that pizza with chicken & artichokes; I think it is called the Garden of Gods pizza. I would like a large.
- **TEAM MEMBER:** “We don’t actually have a Garden of Gods pizza, you are probably thinking of the Pizza of the Gods, but it doesn’t come with chicken. If you want chicken, we can definitely add it for you. I personally think it tastes better with chicken!”
- **GUEST:** I will take your word for it. Let’s try it.
- **TEAM MEMBER:** “Awesome, would you care for the Hand tossed or Thin crust today?”
- **GUEST:** Thin crust
- **TEAM MEMBER:** Have you ever tried our Chocolate Chunk Sweetza? It is soft and chewy loaded with chunks of chocolate, then drizzled with chocolate syrup. It also comes with a scoop of ice cream. It’s incredible! Would you like to add one today?
- **GUEST:** That does sound good, why not.
- **TEAM MEMBER:** Okay, I have a large Thin Pizza of the Gods with chicken & a Chocolate Chunk Sweetza, your total will be \$_____ and we will have this ready in _____ mins for pick-up. Please park in our designated curbside parking and we will bring everything out to you. It was a pleasure helping you today. Let us know how you liked your dessert, next time. Thank You!
- Hang up phone and send the order

Phone Call # 4- Up sell our guest

- Ring...Ring...team member picks up the phone with a smile in their voice.
- TEAM MEMBER: Thank you for calling The Hideaway in/on _____, this is _____, how may I help you?
- GUEST: I need to place a pick-up order.
- TEAM MEMBER: I can help you with that; may I start with your phone number please?
- GUEST: 405-630-6484
- TEAM MEMBER: "Great, can I get your full name for the order?"
- GUEST: Jennifer Roberson
- TEAM MEMBER: "Are you familiar with our Curbside Service?"
- GUEST: Yes
- TEAM MEMBER: "Great, can I get the Make, Model, and Color of the vehicle picking up the order please."
- GUEST: Gold BMW convertible
- TEAM MEMBER: "Okay, Jennifer what can I get for you today?"
- GUEST: Just a small cheese pizza
- TEAM MEMBER: Have you ever tried our 5-cheese pizza; it is cheeselicious. I would highly recommend it. If you like cheese, then our 5-cheese is your best bet!
- GUEST: You know, that does sound a lot better than just plain cheese, you talked me into it.
- TEAM MEMBER: Awesome, would you like that on Hand tossed or Thin crust?
- GUEST: Hand tossed
- TEAM MEMBER: Would you like to add some Cheesy Garlic Bread today?
- GUEST: That sounds interesting, tell me more
- TEAM MEMBER: Oh, it is soooooo good; its 4 pieces of warm garlic bread with a layer of Mozzarella melted to perfection, sprinkled with our Parm Herb Shake. Served with our pizza sauce.
- GUEST: WOW, I do need to try that.
- TEAM MEMBER: Great, I have a small Hand tossed 5-cheese pizza & an order of garlic bread with cheese. Your total will be \$____ and we will have this ready in 15-20 minutes for pick-up. Please park in our designated curbside parking and we will bring everything out to you. It was a pleasure helping you today. Thank You!
- Hang up phone and send the order

Phone Call # 5- Description of different crusts

- Ring...Ring...team member picks up the phone with a smile in their voice.
- TEAM MEMBER: Thank you for calling The Hideaway in/on _____, this is _____, how may I help you?
- GUEST: I have a question.
- TEAM MEMBER: I can help you with that.
- GUEST: What is the difference between the two types of crust?
- TEAM MEMBER: The Thin is a crispier crust, more of a yeast flavor. Whereas, the Hand tossed is more of a bready and chewy crust.
- GUEST: Great, let me get my order together and we will call back.
- TEAM MEMBER: Great, you also have the option to order online at www.hideawaypizza.com, Thank you for calling!
- Hang up phone