

1.1.1	What is customer service? <i>(Answer: Customer Service is the provision of service to customers before, during and after a purchase. Customer service is a series of activities designed to enhance the level of customer satisfaction.)</i>
1.1.2	What are the six principles we practice? <i>(Answer: Respect, Service, Passion, Family, Tradition, and Heart.)</i>
1.1.3	How do you handle a timid guest? <i>(Answer: Genuine interest and patient understanding will put this type of guest at ease. Do not rush them and encourage them.)</i>
1.1.4	Which type of guest is the hardest to please? <i>(Answer: The Fussy Guest)</i>
1.1.5	How do you handle an aggressive guest? <i>(Answer: This type must be handled in a courteous and business-like manner. Kindness and politeness can often change him into a steady and appreciative customer.)</i>
1.1.6	How do you handle a fussy guest? <i>(Answer: Try to stay one step ahead by learning the things that irritate him. Try to remember all the little things the fussy guest especially likes, even when they may seem peculiar to the average person. If your attempts are met with dismay, ask your manager to step in, politely.)</i>
1.1.7	How do you handle an over-familiar guest? <i>(Answer: Be courteous, dignified, and avoid long conversations. Never try to give a wise crack answer to a smart remark)</i>
1.1.8	How do you handle a guest who is alone? <i>(Answer: Don't call attention by asking if he is alone. The guest may be lonely and want someone to talk to. Be friendly, but don't neglect other guests.)</i>
1.1.9	How do you handle a noisy trouble-maker? <i>(Answer: Don't be drawn into arguments. Speak softly. Don't antagonize. Refuse to participate in criticism of management, the establishment, or other personnel.)</i>
1.1.10	How do you handle a blind guest? <i>(Answer: Never hover over blind customers. Always be aware of them, and be just near enough to help if needed.)</i>
1.1.11	How do you handle a guest with hand or arm injuries/disability? <i>(Answer: Be gentle, but do not treat them like children. Be helpful, ask if you may assist them, but do not be too eager. Be considerate; do not call attention by hovering.)</i>
1.1.12	How do you handle a hearing-impaired guest? <i>(Answer: Offer them our picture menu with photos of offerings to assist in the ordering process if a struggle or difficulty is detected.)</i>
1.2.1	How do you welcome a guest as they enter the restaurant? <i>(Answer: Make eye contact, smile, and extend your hand upward in a wave or simply say "Hello.")</i>

1.2.2	What do you say to the guest upon arrival? <i>(Answer: "Hi, welcome to Go Burrito." Then study their face to see if you can tell if they are a new customer and if you think they are, ask them, "Is this your first time visiting Go Burrito?")</i>
1.2.3	What do you do if a guest says they have never been here before? <i>(Answer: You should quickly but pleasantly introduce them to the store and ask them if they know what they want. If they do not, you will want to investigate their needs by asking them a couple of simple questions: "What do you normally like to eat? You can choose from a burrito, sloppy, nachos, quesadillas, tacos, a salad or even our Chicken Tortilla Soup! We have a signature menu of burritos we love, but you can always build your own.")</i>
1.3.1	If a guest knows what they want, what should you do? <i>(Answer: You should offer them what they are asking for.)</i>
1.3.2	If the guest is unsure of what they would like, how can you help them? <i>(Answer: You should start a Suggestive Sale line of questioning to identify one they may like by asking a few Suggestive Selling questions. "Do you like spicy, sweet, crunchy or savoury food? Do you have a food allergies or preferences?")</i>
1.3.4	What do you do and say to a customer if you do not happen to have the ingredients for a customer's selection? <i>(Answer: Make a recommendation based on what you think would be the closest menu item to what they are looking for: "I am sorry, our fish tacos are delicious but we only serve them on Tuesdays. Would you like to try one of our regular tacos? It has the same great taste and comes with chicken, pork or ground beef.")</i>
1.3.5	What are some examples of menu options and pricing or ongoing specials you want to discuss with the customer? <i>(Answer: Gift Cards, Weekly or Daily Specials (i.e., Taco Tuesday), and Special Events in the Rumbar.)</i>
1.3.6	Why should you suggest comparing your recommended selection with another possible selection? <i>(Answer: We suggest using the comparison to showcase your knowledge and to offer an alternative selection if they resist your recommendation.)</i>
1.3.7	What is the typical script used for comparing selections? <i>(Answer: Because of what you said earlier, I would recommend the burrito for you instead of the quesadilla or even the tacos. Our burritos are huge and full of flavor. Would you like to try one?)</i>
1.3.8	What should you do if you do not happen to have a particular menu item that a customer is looking for? <i>(Answer: Make a recommendation based on what item you think would be the closest to the taste they are looking for.)</i>
1.4.1	What are some things guest may call to inquire about? <i>(Answer: You may receive calls from guests with inquires related to hours of operation, product availability, call ahead orders, catering, or even an on-site event.)</i>
1.4.2	What is the standard Go Burrito greeting? <i>(Answer: Thank you for calling Go Burrito of (location area). This is (your name). How can I help you today?)</i>
1.4.3	What should you do after the conclusion of the call, before you hang up? <i>(Answer: You want to restate the need, confirm the solution, and thank the customer for calling.)</i>

1.4.4 Where do you record the to-go order and what do you include on it?

(Answer: Go Burrito does not accept orders over the phone. You must direct the customer to download the Chownow or GO Burrito app on their cellular device to place an order online for pickup.)

1.5.1 Does the restaurant offer reservations or take in dine-in orders over the phone?

(Answer: No.)

1.5.2 How should you conduct yourself when encountering an unhappy, irate guest?

(Answer: When encountering an unhappy, irate guest is important to maintain your composure always, never raising your voice or being disrespectful in any way.)

1.5.3 What actions should you take to show you understand the guest's issue?

(Answer: Make sure to take the time to identify the cause of their unhappiness, the root cause of the issue, by asking them a few direct questions. Always begin the conversation by introducing yourself and acknowledging that you understand they have an issue.)

1.5.4 At the conclusion of the discussion of the issue with the guest, what should you do?

(Answer: After the conclusion of the discussion with the guest, you will you want to restate the issue, confirm the solution, and thank the customer for their feedback.)