

#### Customer script #1: (Service)

(Customer): "Excuse me, can we get some water here?"

(Employee): "Yes, I will be right back with some for you."

# LOOK/SPEAK FORWARD



# Customer script #2: (Service/Complaint)

(Customer): (acting upset) "We need to order now. We have been sitting here for a while."

(Employee): "I'm very sorry. I'll get your waiter right now to take care of that."





### **Customer** script #2: (Service/Complaint)

(Customer): (acting upset) "I need my change right now. We have to leave!"

(Employee): "I am sorry. I will find your server right now and let him know."



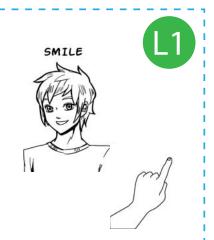




#### **Customer** script #4: (Information)

(Customer): "Can you tell me where the restroom is?"

(Employee): "Sure, (point and provide directions)\_\_\_\_\_."



# **Customer** script #5: (Information)

(Customer): "Can you tell me about your specials for today?"

(Employee): "I will get your server. She can tell you all about those."

