

Customer script #1: (Service)

L1

(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)

L1

(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."*

SMILE



Customer script #2: (Service/Complaint)

L1

(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."*

SMILE



Customer script #4: **(Information)****L1**

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

(Employee): *"Sure, (point and provide directions) _____."*

**Customer** script #5: **(Information)****L1**

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

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

